



2016-2017

# Annual Report



*Growing for Community*

**Ottawa Chinese Community Service Centre**



## *In-TAC 2016*

### *Seventh Annual Appreciation Gala*

In-TAC hosted its Seventh Annual Appreciation Gala – ‘*Unlocking the Doors to Global Markets*’, at the National Arts Centre on May 10<sup>th</sup>, 2016 with over 200 guests in attendance. Ottawa’s business leaders, community stakeholders, government representatives and newcomer graduates of In-TAC’s programs, gathered to celebrate another year of successful partnerships and collaborations.



*In-TAC is the Employment Services  
initiative of the OCCSC*



## President's Report

### **Moving forward to demonstrate OCCSC core value: Professionalism, Commitment Inclusiveness**

The past year (2016-2017) was an exciting year for Ottawa Chinese Community Services Center (OCCSC) to demonstrate its core values: professionalism, commitment and inclusiveness into its services and programs. On behalf of the OCCSC Board, I would like to report our achievements and successes in assisting immigrants, newcomers and refugees settling in the nation's capital.

Our organizational mission is to advance the full social and economic integration and participation of newcomers, immigrants and Chinese Canadians in Ottawa; our core values are professionalism, commitment and inclusiveness.

Guided by the OCCSC mission and values, in 2016-2017 the agency continued to provide its one stop services to clients. With funding from three levels of government: Citizenship and Immigration Canada (CIC), the Ontario Ministry of Citizenship, Immigration and International Trade (MCIIT) and the City of Ottawa; we are one of only two immigrant settlement agencies in Ottawa offering the full suite of settlement programs. These settlement programs include Client Services, Language Training and Employment Support. Concerning Workplace Language Training (ELT) and LINC programs, OCCSC is the only settlement agency offering training six days a week, including Saturdays and evenings.

While we continue to serve the Chinese with the core values, there are also many non-Chinese immigrants, newcomers and refugees whom we serve, examples such as the Vietnamese refugees in 1970's and the Syrian Refugees in 2016. OCCSC initiated to serve the Syrian Refugees with only very limited resources in early 2016. And at the Dec. 2016 our Fundraising Gala, the Board decided to allocate the fundraising money go to support the Syrians. All these efforts showed that OCCSC demonstrated its 'professionalism, commitment, inclusiveness' core values into our daily work, which was carried by all departments (Settlement, Languages and Employment) and all levels of staff, including front-line, management, administration and the volunteers.

And as mentioned in the executive director's report, in late 2016 OCCSC successfully received funding from the government to provide full services to the Syrian Refugees families, including our Settlement, Languages and Employment programs. The Syrian Refugees Programs also quickly involved to celebrate Canada's 150<sup>th</sup> Anniversary, Welcome Ottawa Week, and CHEO auction which helped the Syrian Refugees to integrate and contribute in Canada. On behalf of the Board, we want to express our thankfulness to all who contributed to the success of the Program.



## President's Report

(Continued)

In 2016 -2017, it was exciting that the pilot project of 'Pre-arrival Settlement Services in China' continued. The Pre-arrival Program expanded its scope from nationally to internationally. It's Virtual Career Expo connected Canadian employers in Ottawa, Vancouver, Calgary with international talent not only in China, but also in India, Philippines, Singapore, Israel and South Africa. Thank you for all the hard work of the front-line and management once again to demonstrate our core values. We look forward to the government to continue this new approach and model to serve the newcomers.

The Board at OCCSC is fully aware of the challenges presented by the fluctuated funding and is actively exploring other opportunities such as a social enterprise to maintain as well as to expand our services, especially those needed and unfunded services. The Board understands that human resources are the most valuable resource in our organization. In 2016-2017, the Personnel Committee actively followed the three-year HR plan to strengthen the operational infrastructure of OCCSC and align the organization with industry standards.

On behalf of the OCCSC Board of Directors, I want to take this opportunity to thank all our funders, volunteers, members, mentors, community partners, sponsors, donors and stake-holders for their invaluable support in serving OCCSC's mandate. Most of all I want to express my appreciation to all of our dedicated staff in delivering the various programs and services, they live up to our organizational values of **client-based professionalism, commitment, and inclusiveness.**

With our resourceful Board of Directors, committed executive director, talented management team and dedicated staff, I have the confidence that we are in a good position to tackle new challenges and continue to fulfill our mandate in the context of on-going changes in the coming year. The most important of all, the support of our funders, volunteers, donors, community partners, clients and stakeholders contribute to the ultimate success of our organization!

We are moving forward, and your support is our success!

Your faithfully,

**Vivian Chan**  
**President**  
**Ottawa Chinese Community Services Center**



## Executive Director's Report



As in all previous years, the Ottawa Chinese Community Center continues to provide existing services while growing to address the changing needs and trends of immigration. In 2016, we saw the influx of Syrian Refugees needing settlement and other immigrant services. OCCSC had the experience of serving refugees in the plight of the Vietnamese refugees in 1970's as one of the host agencies welcoming and helping to settle the families very successfully. In 2016 we reached out to Syrian refugee families and in August launched a welcome party at the Ottawa Boys and Girls Club. Following that, we raised funding to provide services with the help of volunteers. In late 2016 we received funding to provide full services to all of the families.

In-TAC continues to deliver its employment programs with innovative strategies to expand its scope nationally and internationally. With our pre-arrival services in China, we have reached the old target and approached 1,000 new clients this year subsequent to our visits to China to meet our partners and embarked on a road show to over five cities. We have built the necessary infrastructure to engage employers and businesses to attract more immigrants to different cities in Canada. We have had three very successful job fairs in Ottawa and on-line for China and other countries.

In-TAC's Career Expo is Ottawa's largest expo for IT and Finance professionals. We have held three to date. The first Career Expo took place on at the Shaw Centre, with concurrent expos held in Vancouver, Calgary and a virtual online Career Expo in China. The second Virtual Career Expo connected Canadian employers with international talent from over 60 countries, including China, India, the Philippines, Singapore, Israel, and South Africa. The turnout rate far exceeded that of the last expo, with 1,300 global talents participating, and 35 employers from across Canada looking to fill vacancies. The Honorable Laura Albanese, Ontario Minister of Citizenship and Immigration, Ottawa Mayor Jim Watson, Calgary Mayor Naheed Nenshi, and Vancouver Mayor Gregor Robertson showed their support by sending us greeting messages recognizing In-TAC's efforts in helping immigrants integrate into Canadian society.





## Executive Director's Report

(Continued)



The third, a state-of-the-art online recruitment platform connected employers and international job seekers in real time, allowing them to network despite the geographical distances. Job seekers were also able to gain the latest Canadian labor market information from sector councils such as ICTC and CPA.

We continue to build our existing programs to serve the ever changing needs of clients. With the successful closure of the Maple Project, In-TAC was granted a one year project to engage mentors for Syrian refugees. We are able to use the new funding to build on our existing services in settlement and language to help Syrian refugees.

In celebration of Canada's 150 Anniversary, we organized events to welcome all newcomers and refugees. We have recruited 150 volunteers to match 150 Syrian families and held a party during Welcome Ottawa Week at St. Elias Church to show our appreciation. We have organized over 9 very successful events, such as the graduation party for Syrian refugees at Algonquin College and donations to CHEO from auctioning of the paintings created by Syrian children.

All these events have created a good impact on the communities, were well reported by the media, and supported by the government, especially our Mayor of Ottawa and funders. We also worked with the Chinese Sheng Shen Church to set up offices close to where they live and reached out to over 500 clients. With staff and volunteers we provided all services they need. Three new language classes have been set up in different locations for over 60 Syrian Refugees.

The overall successes of all programs further enhance our capacity to serve newcomers from all cultures, regardless of whether they are immigrants or refugees. We have expanded our space to accommodate new programs such as the new Integrating Key Essential Skills in Newcomer Career Transition funded by Employment and Social Development Canada.

Thanks to the hard work of staff, management and the continuous support of our Board members, volunteers, sponsors and our funders from all levels of government. We will continue our services so that Canada can benefit from contributions of all immigrants.

**Sharon Kan**  
**Executive Director**  
**OCCSC**

The background of the bottom section features a large, light blue "In-TAC" logo. Below the logo, the text "where business meets TA" is partially visible. In the background, there is a photograph of three people (two men and one woman) standing together in an office setting, smiling.



## Service Statistics

### CLIENT SERVICES

Newcomers served	1,554
Group Sessions	522
Group session participants	7385
Syrian refugees served (Dec. 2016 to Mar. 2017)	302
Group Sessions for Syrian refugees (Dec. 2016 to Mar. 2017)	59
Group session participants (Syrian refugees) (Dec. 2016 to Mar. 2017)	571
Volunteers	244

### LANGUAGE PROGRAM

Number of LINC students enrolled	788
Number of LINC instruction hours provided	4179
Number of children enrolled in childminding	20
Number of Syrian refugees in LINC	58
Number of Syrian refugee children in LINC	26
Number of LINC hours for Syrian refugees	600

### EMPLOYMENT SERVICES

Number of new clients served:	782
Training for ICT and Accounting professionals	193
Employed and professional job placements	258
Country of origin of our clients	63
Hours of training offered	1,856 (hours)
Number of hiring employer partners	400+
Number of volunteer professional mentors trained	45
Number of employers trained	110



# Client Services

During this period, OCCSC continued to receive funding from all three levels of government to provide direct service to newly arrived immigrants and convention refugees, foreign born Canadian citizens and Ottawa residents of Chinese descent.

Programs	Funders	Eligible Clients
<b>Newcomer Orientation Program</b>	Immigration, Refugees and Citizenship Canada (IRCC)	Newly arrived immigrants and convention refugees
<b>Newcomer Settlement Program (NSP)</b>	Ontario Ministry of Citizenship, Immigration and International Trade (MCIIT)	Immigrants, convention refugees, foreign-born Canadian citizens, refugee claimants, international students
<b>Chinese Family Service</b>	City of Ottawa	Low-income residents of Chinese descent
<b>Diverse Seniors Social Support</b>	Champlain Local Health Integration Network	Vulnerable Seniors of Chinese descent

## 1) Federal Orientation Program

Funded by



Immigration, Refugees and Citizenship Canada

**Number of unique clients served: 1725**

Our federal settlement program has the following components:

	Service Components	Activities
1	Needs Assessment and Referral	Assess newcomers' settlement needs , create settlement plans for them to follow and refer them to other appropriate community service providers
2	Information and Orientation	Provide information and orientation sessions in one-on-one sessions or in group sessions
3	Community Connections	Help newcomers build social connections with other newcomers, Canadian citizens and local community resources – newcomers can participate in English Conversation Circles, Computer literacy training, support groups for women, youths, parenting groups, and community tours etc.
4	Support Services	On-site childcare, Interpretation and Translation, and crisis-intervention.

Traditionally, our federal settlement program targets newly arrived immigrants from Mainland China, Taiwan and Hong Kong. This past fiscal year 945 of our clients originated from these areas. The overwhelming majority came from Mainland China with a total of 917 and only 17 from Taiwan and 11 from Hong Kong.

As an increasing number of newcomers from China choose to settle in Barrhaven and Kanata, we have three settlement workers partnering with local community health and resource centres. We are very grateful that the South Nepean Community Health Centre in Barrhaven and the Western Ottawa Resources Centre in Kanata have given our settlement workers access to their facilities to serve the newcomers. We also want to thank OEYC in Barrhaven that allows our settlement worker to set up a play group specifically for Chinese newcomer children. These partnerships have given our clients an opportunity to get to know more about our partners' programs and services.

During 2016, Ottawa witnessed a sudden influx of Syrian refugees, some sponsored by the federal government and some by private community groups. Our agency immediately responded to our Prime Minister's appeal to assist in the settlement of these refugees. Through our volunteer program, we were able to recruit a couple of Arabic-speaking volunteers to act as interpreters for Syrian refugees that came to access our settlement services. An Arabic-speaking worker from our Employment Department was seconded to our department to start outreaching to the refugee families who were primarily government-sponsored. He organized and led several groups of Syrian refugees to tour our agency and meet with our settlement workers so that they could ask questions concerning immigration and settlement in Canada.

## Client Services

In August, we organized a welcome party for the Syrian refugees at the Ottawa Boys and Girls Club. About 250 adults, seniors, teenagers and children turned up. We recruited dozens of volunteers to help with this event. We were particularly excited that a lot of high school students responded to our appeal for volunteers. We want to thank the Cuts for Kids staff for providing free haircuts to the Syrian children, Robbie's Restaurant for donating lunches for all the participants and the Yafei Dance Group for their lovely dance performance.



*Syrian refugee families in attendance at our Welcome Party*

Syrian refugee families who have settled in the Springland Drive neighborhood can now access the St. Elias office on foot. Besides settlement services, the refugees can also participate in a new LINC class created just for them.

As most of these Syrian refugees speak only Arabic, we had to hire four new Arabic-speaking settlement workers, two at each of the two new satellite locations. We have also hired a new program coordinator to coordinate settlement service and outreach activities by working very closely with the local Arabic community. We are very pleased to report that by the end of March 2017, our agency has served 505 Syrian refugees, about 30% of the total number of clients served this past fiscal year.

During the year, our agency also served other Arabic-speaking immigrants from the Middle East including 11 from the Palestinian Authority, 19 from Iraq and 10 from Lebanon. For now at least, Arabic-speaking immigrants have become our second target client group. In summary, our federal settlement program served a total of **1725** clients during this fiscal year. **55%** of clients were **Chinese-speaking** and **32%** **Arabic-speaking** for a combined total of 87%. The remaining 13% originated from the rest of the world.

In late 2016, IRCC requested our agency help the hundreds of government sponsored Syrian refugees who were settling in Ottawa. In response to IRCC's request and its additional funding, we went ahead and created two new satellite locations that were in the vicinity of two neighborhoods where the Syrian refugee families had found housing. The first satellite location was the result of our collaboration with the Chinese Sheng Shen Catholic Church which quickly allowed us to set up a temporary office to provide settlement service.



*Syrian children having fun at the party*



## Client Services

### On-site and Mobile Childcare Service

As mentioned above, we have a childcare centre at our main office on Cooper Street. This centre provides temporary on-site childcare for newcomers who are either accessing our settlement services or attending our LINC classes. The service is funded by IRCC to encourage newcomers with young children to access our settlement and language training services.



*Newcomer children at our Childcare Centre*



In addition to working at the childcare centre, our childcare workers also bring the childcare service to our itinerant locations in Barrhaven and Kanata where our settlement workers have created settlement programming at the local community health and resource centres.

### OCCSC's CHIN Radio Program

We have been actively promoting our services through different types of media including our OCCSC website, the popular [comefromchina.com](http://comefromchina.com) and other printed community newspapers in circulation. Recently, we were offered by **CHIN Radio**, a 3-hour slot on Sunday evenings between 8:00 pm to 11:00 pm. Our outreach worker, who has a journalist background, is the producer of the show. She has been very successful in recruiting young volunteers to help host the show which features settlement information, Chinese immigrant stories and other topics of interests to the Chinese audience. Not only can our audience listen to the show on the radio, they can also tune in on their cell phones, online live and online podcast for repeated listening.



*Volunteers at CHIN Radio*



## Client Services

Each week, we receive songs, articles and news stories from our audience. Our show is a platform for local talent and volunteers. The radio is an effective promotional tool for our services and a powerful tool in which newcomers can learn about settlement and integration.

This year, we created the Canada 150 special series, and an interview show on Chinese immigrants' Canadian experience. Local Chinese immigrants share their learning about Canadian history and institutions, as well as their own Canada stories.

We advertise our radio program schedule on many social media groups consisting of hundreds of members. Since its creation in early summer this year, the Weekly Program Preview page on our radio webpage has received 11,600 hits.

### 2) Ontario Newcomer Settlement Program

*Funded by*



***Number of unique clients served: 375***

The provincial settlement program is a much smaller version of the federal program in that we have only one settlement worker. Its target client group is Chinese immigrants who have been in Canada for more than a few years and some have actually become Canadian citizens through naturalization. Our statistics show that close to 68% of them have been in Canada for more than 5 years.

Generally speaking, these clients speak little or no English and have very low education levels. For these reasons, most of them can only find work in Chinese restaurants, grocery stores or work as house-keepers in local hotels. They still face language and cultural barriers in accessing settlement information or community services.

In addition to one-on-one service, our settlement worker also delivered 8 information sessions to 211 participants during the fiscal year. The topics for these sessions ranged from the Ontario Drug Benefits Program to proper ways of taking prescription medications delivered by a pharmacist.

Although refugee claimants and international students are eligible clients under this program, in reality only two refugee claimants accessed our service during the fiscal year.

Even though the NSP is a very small program, its importance cannot be underestimated. There will always be a significant segment of our community who require the assistance of our settlement worker to help them understand all the details about government programs created to serve all Canadians from drug benefits, employment standards, to workers' safety and employment insurance benefits .



# Client Services

## 3) Chinese Family Service

Funded by



**Number of unique clients served: 460**

Originally this program was created to provide assistance to low-income Chinese immigrants including those who were unemployed, partially employed, physically or mentally disabled who need access to social assistance programs such as Ontario Works or the Ontario Disability Support Program (ODSP.)

Over the years, the program has been increasingly used by Chinese seniors who experience difficulties in sponsorship breakdown, accessing health services or social housing. According to our statistics, 47% of our clients are seniors.

It is safe to say that most of our seniors are very vulnerable. Although most of them have lived in Canada long enough to qualify for the federal Old Age Security Program, almost all require the Guaranteed Income Supplement to survive even though some of them may also receive some retirement pension from the Canada Pension Plan. As most of them have chosen to live on their own, usually in social housing buildings for seniors, their lack of language ability and sometimes poor health can put them at high risks of social isolation. In this light, our counsellor plays a very important role in ensuring that they can access services, especially health services, designed specifically for seniors.

## 4) Diverse Seniors Social Support (DSSS)

Funded by



This program is a perfect complement to our Chinese Family Services because it also targets Chinese seniors living on their own. Instead of practical support and counselling services, our DSSS program provides social and recreational activities to help

Chinese seniors connect with one another and learn to adopt a more physically active lifestyle in the interests of their physical and mental health.

This program, funded by the Champlain Local Integration Network or Champlain LHIN, is administered by our partner, **Jewish Family Services of Ottawa**. A Chinese-Canadian outreach worker is seconded to our agency to work with Chinese seniors residing in several social housing buildings for seniors in the Centretown area. Program activities include Tai Chi classes, singing groups, health workshops, festival celebrations and an annual picnic. Many Chinese seniors are recruited to act as volunteers to help organize the program activities. This program has been in place since 2009 and it has maintained its popularity over the years.

## Volunteer Program

June 24th, 2016, from 10:00am to 2:00pm, OCCSC held an “Open House” to showcase our move to 400 Cooper Street, Suite 2000 from 381 Kent Street; municipal government representatives, community partners, local businesses, and community members were invited to our new office space and training rooms. That same day, the OCCSC held its **annual volunteer appreciation party**, over 80 volunteers of different ages, backgrounds and expertise gathered to celebrate their successes and accomplishments in a festive



Admin volunteers group photo at the Annual Volunteer Party



Volunteer mentor received an award certificate at volunteer party

atmosphere. It was a great opportunity for the guests and volunteers to get their first glimpse of the new facilities.

The Volunteer Program recruits, trains and deploys volunteers according to the requests from workers with OCCSC’s Settlement, Language Training and Employment Support Departments. From **April 2016 -March 2017** , we have had a total of **244** volunteers, they contributed a total of **7,320** hours of their time helping our agency to better serve newcomers.

Some volunteers served as instructors in our computer/internet literacy classes and Practical English classes while others assisted our office administration. They assisted in a wide variety of duties; translation, document editing, graphic design, photography, data management, community research, project assistant, receptionist, event planning, event support, newsletter editing, and CHIN radio hosting. For this we are grateful.

**45** Canadians with a professional work background served as career mentors to newcomers who were looking for professional jobs in Ottawa. **36** accounting volunteers provided services for a free income tax clinic during the tax season.



Welcome Fair on May 15<sup>th</sup> 2016

# Volunteer Program

40 volunteers assisted at the annual “Community Welcome Fair” to welcome newcomers on Sunday, May 15, 2016 at Mother Teresa High School. With the strong support of the Ottawa Mayor and 27 business providers/ community partners, a total of over 500 newcomers participated in the activities, information booths, and even a photo opportunity with the



Welcome Fair Volunteer Group Photo



Newcomer photo with the Mayor

Mayor.

From June 2016, OCCSC has responded to Canada’s commitment to resettling Syrian refugees with support of private sponsors & volunteers to help launch our Services for Syrian Refugees program by expanding our existing service offerings, even without any additional funding resources. We recruited 42 Arabic speaking volunteers to conduct workshops on computers, smartphone apps literacy, legal knowledge, and English language skills, just to name a few, to assist with the transition to their new lives in Ottawa.

50 volunteers assisted with the Syrian Refugee Welcome Party at the Boys and Girls Club of Ottawa on August 21, 2016. Over 250 Syrian refugees participated in the festivities; the event provided free haircuts, an orientation workshop, dinner and other activities to welcome



Free haircuts from a volunteer at Syrian Refugees Welcome Party



Volunteer group photo for Syrian Refugees Welcome Party

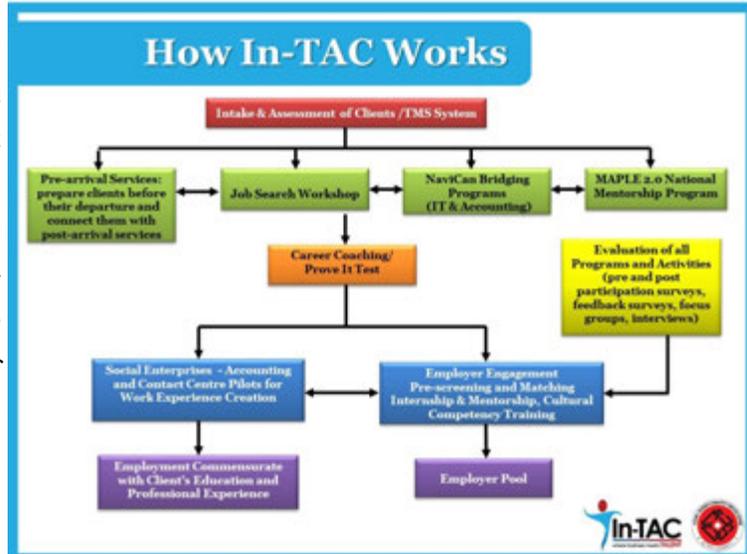
the Syrian families with the strong support of city councillors Tobi Nussbaum and Marianne Wilkinson, and several business providers and community partners.

The services provided by volunteers are integrated into every program in OCCSC with the aim of helping new immigrants adapt seamlessly into their new life in Canada. OCCSC really appreciates the volunteer’s dedication and contribution to help the agency grow.

# Employment Services

## In-TAC 2016 in Review

2016 was a year of exciting achievements for In-TAC. It witnessed the formal launch of the In-TAC Pre-Arrival Services project which has extended our services to clients in China, across Canada, and in over 60 other countries. With the support of our partners at Immigrant Services Calgary (ISC) and Immigrant Services Society of British Columbia (ISS of BC), In-TAC has enhanced recognition of its national brand. Thanks to the efforts of our dedicated team, and contributions from employer and community partners, volunteer advisors, mentors and e-connectors, we have once again outperformed and exceeded targets and deliverables.



### Major achievements and milestones include:



### *In-TAC's 7<sup>th</sup> Annual Appreciation Gala*

In May 2016, In-TAC hosted its 7<sup>th</sup> Annual Appreciation Gala – ‘Unlocking the Doors to Global Markets’, at the National Arts Centre. Over 200 guests attended the Gala to celebrate the successful integration of newcomer clients with local employers. Our keynote speaker, the Honourable

John McCallum, Minister of Immigration, Refugees and Citizenship Canada, linked their work with In-TAC's work, stating, "What In-TAC does is very much in-line and at the heart of what I do – bring international talent to Canada so that they can help grow the economy. We're in fierce competition with other countries. We need to find ways to make our immigration system more flexible and more aggressive. Just like In-TAC, we're working to break down the barriers to economic integration for newcomers."

## Employment Services

### *In-TAC Career Expo and Other Career Events*

In November 2016, In-TAC held its 3<sup>rd</sup> Annual Career Expo at the Shaw Centre. This was the biggest job fair in the IT and Finance sectors in Ottawa, attended by over 40 public and private sector employers and 1,000 job-seekers.



Our first two Virtual Career Expos (in November 2016 and March 2017)

jointly organized by In-TAC, ISC and ISS of BC, connected 56 Canadian employers with 1,800 international professionals from China, India, and the Philippines (the top three source countries of immigrants in Canada) and over 60 other countries.

Additionally, through its MAPLE 2.0 program, In-TAC successfully organized and delivered 20 other career and employer engagement events in Ottawa, Calgary and Vancouver serving over 1,645 internationally-educated job seekers.



### *Cultural Competency Training for Employers*

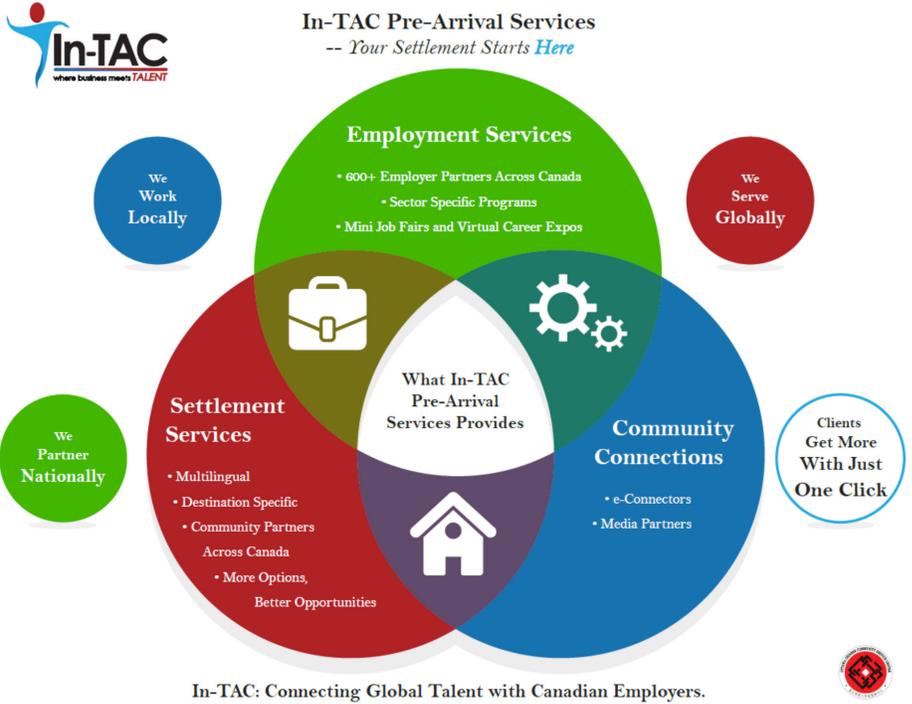
In 2016, 85 employer partners across Canada completed MAPLE 2.0's communication and cultural competency training courses, and 154 Mentorship in Action pairings were established. Our training equipped employers with practical ideas on how to recruit, orient and retain internationally-educated professionals, and helped them create more inclusive and

welcoming work environments. In December 2016, at the International Conference on Migration in Berlin, MAPLE 2.0 was presented as a “Best Practice” successful employer engagement model.

# Employment Services

## In-TAC Pre-Arrival Services

In-TAC's Pre-Arrival Services introduces a novel approach to extend our services to, and build the capacity of, clients in China. Using cutting-edge, state-of-the-art technology we have managed to enhance and solidify our position in the immigrant services sector. These services include: In-TAC On-line Service Delivery Management System, Client Services Management System, Virtual Career Expo Implementation Package, WeChat Public Account, WebEx Video Conferencing System, and a locally-hosted Chinese web portal and server to enable the smooth delivery of services and easy access for clients. In 2016, we served over 2000 pre-arrival clients, and hosted 119 settlement and employment workshops, 7 mini job fairs and 2 Virtual Career Expos.





## Employment Services

### *Accounting and Taxation Services*

As of September 2016, our pilot social enterprise initiative "The Accounting and Taxation Co-op Project" launched as a fully self-funded service, following the depletion of previous funding from the Trillium Foundation. In 2016, 25 volunteer interns acquired Canadian professional work experience, contributing 2,800 volunteer hours, and 22 small business clients benefited from our services.



### *All-inclusive Employment Intervention*

In-TAC has successfully integrated various Employment Support Services into an all-inclusive intervention process. After assessing their needs and professional background, clients receive a suite of targeted interventions such as Job-Readiness Preparation, Sector-Specific Bridging Training Programs, Internships, Mentorships, Job Placements, Talent Dens, Job Matching and referrals. As a result of these interventions, and with the engagement 120 new employer partners, 782 newcomer clients from 64 countries successfully pursued their professional careers in Canada.



## Employment Services

### In-TAC's 2017 Outlook

- The Pre-Arrival project will get a one-year extension from IRCC, in order to enable In-TAC to continue improving our system and better serve our clients.
- After 2 rounds of competition, In-TAC has been awarded a national contract from ESDC to design and develop an occupation-specific, high-end Essential Skills training model for internationally-educated IT professionals. The project launches in early 2017.
- The In-TAC project Maple 2.0 will lose government funding, and NaviCanIT will enter into another round of competitive bidding for funding for the next 3 years.

**In 2017, as the government continues to prioritize funding for Syrian Refugee support, service providers will have to adapt to meet the changes. The extension of the Pre-Arrival project, and the funding from ESDC, gives us some room to absorb the loss of Maple 2.0 funding and other related services. However, immigrant employment support services will continue to struggle since settlement services and language training remain the core funding priority in government-supported immigrant services. For most new-comer families, real settlement starts with employment. To support them, we will continue to maintain our innovative and high-quality services, and explore alternative and sustainable funding.**





## Language Program

In this reporting period, April 1, 2016 – March 31, 2017, the following has been provided in the OCCSC LINC:

Number of LINC students enrolled	788
Number of LINC instruction hours provided	4179
Number of children enrolled in childminding	20
Number of Syrian refugees in LINC	58
Number of Syrian refugee children in LINC	26
Number of LINC hours for Syrian refugees	600

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 1 to 6, with almost all classes 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.

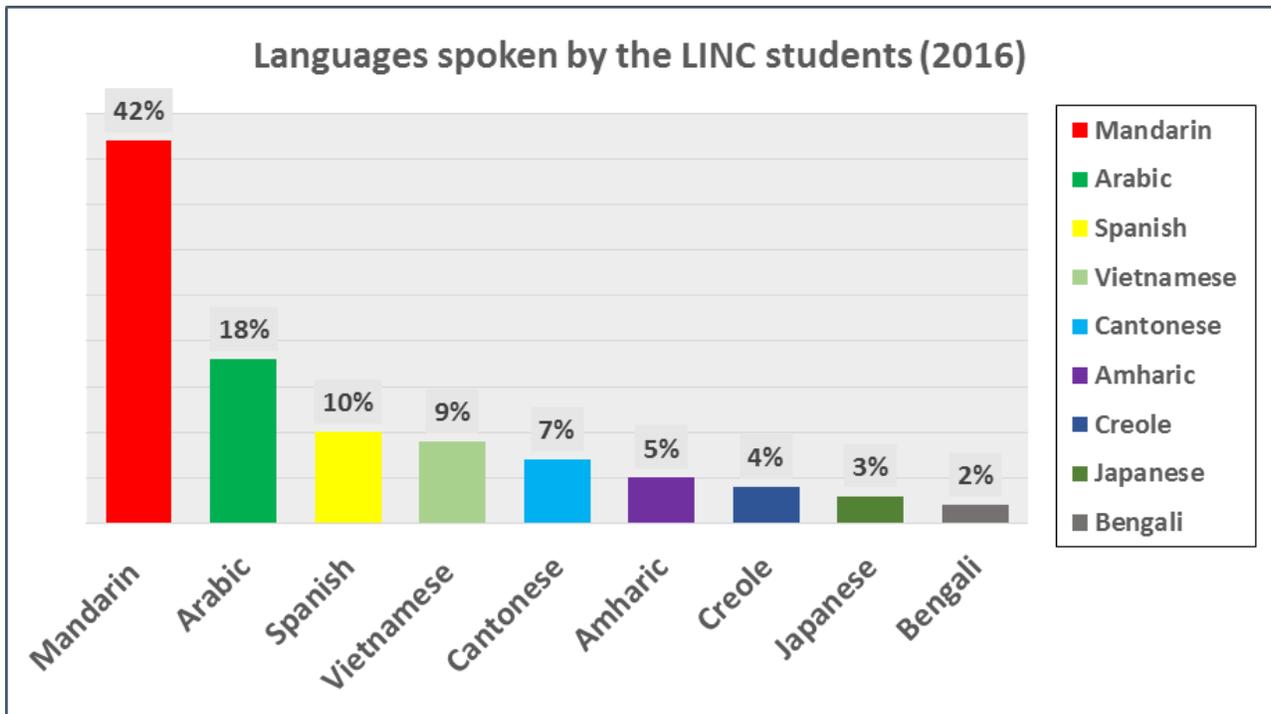
We have been delivering 3 cost-recovery English courses, Beginner, Low and High Intermediate throughout the year, for non-LINC eligible clients, responding to the demand for such courses.

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.

We continued receiving Syrian refugees to our regular LINC classes, with their children being accommodated in our childminding (CNC) service. In January 2017, thanks to the additional IRCC funding, we opened 3 new LINC classes for Syrian refugees only, located in the areas where we learned most of them had settled down, in the East (at the Chinese Catholic church, Sheng Shen, at 1187 Michael S) and 2 classes in the South (at St. Elias church, 750 Ridgewood Ave.). Childminding (CNC) services accompanied all 3 new classes. The report on these activities follows below.

We are proud of having students from all over the world in our classes. In the reporting period, they spoke 43 different languages! *Please see the chart below as an illustration.*

## Language Program



LINC was proud to have organized yet another impressive International Women’s Day event, on behalf of OCCSC, on March 8, 2017.

Opening remarks were delivered by Parliamentary Secretary for Status of Women, Terry Duguid and the Keynote speaker was Senior Citizenship Judge Renata BrumBozzi. We had a great panel of guest speaker, too: Ottawa Police Deputy Chief Jill Skinner, RBC Branch manager Judy Fong and Senior Consultant Dr. Rouba Al-Fattal. The event was emceed by two Carleton University Journalism students, Ellen Spannagel and Meagan Casalino.

The panelists shared their knowledge, experiences and visions of a world with gender equality in all segments of life. There were also three lovely performances at the end. It was a pleasure to host an audience of over 150 people, many of them being the recent Syrian refugees.



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



# Language Program

## **LINC student's testimonial:**

*“Ottawa is not the first Canadian city that I visited. The first time I came to this city I felt that I wanted to live here. However, speaking English proved to be a great challenge for me until I heard about LINC program at the Ottawa Chinese Community Service Centre.*

*When I started this program, I expected to just follow an English learning program, but, I was surprised to discover that LINC program is not that, it is a gateway to life in Canada. With this program I feel less and less foreigner, because I learn about the culture, history and traditions of Canadian people and also about the values on which this country is founded.*

*Today, three months later, I feel more and more confident. I sometimes read a text and after that I don't remember in what language I just read it, that's how comfortable I already feel about my English. It is a great sign of progress for me. That's why I would like to take this moment to thank all those who helped me to move forward, such as: first, my school (LINC program at OCCSC), the government and mostly the Canadian people.”*

Blondel Narcisse from Haiti, Level 5/6

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## **LINC for Syrian Refugees report (January – March 2017)**

### **Services & Operations**

**Three LINC classes** were open at 2 locations:

- 1) Chinese Catholic Church Sheng Shen, 1187 Michael St - 1 class: 21 students (class in the afternoon, 12:30-3:30, Monday to Thursday)  
Childminding: 5 children
- 2) St. Elias Antiochian Orthodox Cathedral, 700 Ridgewood Ave. – 2 classes, 37 students (one class in the morning, level ¾, 9:00-12:00, Monday to Thursday); one class in the afternoon, 1:00-4:00, level ½, Monday to Thursday)  
Childminding: 14 children

LINC classes funding requirement: 60 students

Actual number: 58

Completion rate: 96.6%

Childminding funding requirement: 24 children

Actual number: 19

Completion rate: 79%



## Language Program

### **Deliverance:**

- 35 workshops on different topics were presented (e.g. Parenting in Canada; Bridging the Cultures; Family Law in Canada; Health System in Canada; Education in Canada; Life/Work/School Balance: Financial Literacy: Stress Management, etc.).
- 35 pronunciation sessions by the experts

Three field trips to the:

- 1) International Women's Day event, on March 8
- 2) Proulx Maple Sugar Bush, on March 13
- 3) Museum of History, on March 30, 2017.

### **Partnership:**

We have partnered with the Algonquin College Culinary Institute, their Continuing Education Hospitality Studies & Spice of Life General Interest Courses. Around 30 Syrian refugees were interviewed prior to 15 of them being chosen to attend the course (March-July 2017), paid fully through the IRCC funding, after which they will obtain a certificate to work in the food industry. The course includes a limited placement and a potential to connect a number of students with prospective employers, too.



### **Conclusion:**

This LINC project, within the existing LINC program, was aimed towards Syrian refugees, to provide a comfortable, friendly and culturally –sensitive environment to the learners of English as the second language, from the very basic to a more developed beginner level. The classes were delivered in a familiar setting – students were surrounded by the countrymen and women, with a common mother tongue (Arabic) for the ease of communication between each other, as well as the culture, etc. However, the idea was also to expose them to the teachers who spoke only English and who tried to immerse them into an English learning environment, to help them learn and/or improve the language, as well as to transition to the new country and culture in a more subtle, smoother and easier way, on their journey to a full integration. The locations for those classes were carefully chosen to serve the needs of the vast majority of Syrian refugees settling in Ottawa, in the walking proximity of the buildings in which most of them reside.

Childminding (CNC) made a huge difference in helping many students bring their eligible-age children to the classes – it may have been, though, a small obstacle for those who would otherwise also attend the classes, but could not, since their children were under the eligible age (19 months to 6 years old only).



## Services for Syrian Refugees Program

Ottawa Chinese Community Service Centre



More than **2,400** Syrian refugees have arrived in Ottawa since **November 2015**.

**In April 2016** the agency launched a special program SSRP (Services for Syrian Refugees Program).

By **August 2016**, around **100** Syrian clients benefited from OCCSC Settlement, Language and Employment services. Despite the lack of funding, SSRP successfully organized **10** workshops and other events including a very big welcome party for over **300** Syrian

clients with efforts of over **40** volunteers and a group of private sponsors.



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

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

Offices were opened inside two churches: **Ottawa Chinese Catholic Church** and **St. Elias Cathedral**.

The settlement services, language training and employment support were carried to the clients and provided under one roof to assist them easily and quickly integrate them into the Canadian Society.



# Services for Syrian Refugees Program

The SSRP settlement initiative basically composed of two main streams **Information & Orientation** and the **Host** initiatives:

**1 - Information & Orientation settlement initiative:**

From **April 1, 2016** to **March 31, 2017**, OCCSC SSRP program has served over **400** New clients, **565** returned clients. The program met the targets and delivered **38** workshops. SSRP employed **5** full time staff and **18** Part Time coordinators / trainers. Recruited **70** volunteers and conducted **3** professional development sessions to staff and volunteers.  
Staff have completed 47 home visits (20 visits with a dental hygienist who checked **61** children & **46** adults).

New Clients	404
Returned clients	565
Workshops/Events	48
Home visits	47
Full time staff	5
Volunteers	70

Information and orientation	Community Connections	Digital literacy
One on one basic needs assessments and referral	City recreation centers, libraries, Boys & Girls Clubs	Practical training in using technology & smartphones applications for interpretation, translation, finance, banking & transportation
Group sessions about life in Canada, laws, taxes, education, housing, health, employment, Income, social assistance, family budgeting, rights and responsibilities	Engagement activities for children: painting and singing	Online driving orientation and G1 exam preparation



## Services for Syrian Refugees Program

6 more projects were successfully completed during this fiscal year:

- **Children for Peace” Painting Exhibition”** : 45 paintings drawn by Syrian refugee children. 300 people attended the exhibition at City hall of Ottawa. Art exhibition sold in online auction and raised \$5000 donated to Children's Hospital of Eastern Ontario (CHEO)



- **SuraiTea Sales Training Program**: SSRP teamed up with SuraiTea social enterprise to create opportunities in sales for refugees. 23 clients attended 5 days (sales training, resume preparation, interview skills, professional development) 3 refugees got full time jobs at SuraiTea. SSRP offered office space for hired clients.



# Services for Syrian Refugees Program

- **Production of Arabic Newcomer Service Directory:**  
400 books were printed and used as advertisement materials.
- **SSRP - Technology for Integration:**  
R&D, licensing and simulation of a learning management system (LMS). Implementation of CRM, VMS and creation of new SSRP-Ottawa website. (<https://ssrp-ottawa.ca>)
- **Production SSRP – Short Film:**  
Production of 7 minutes’ short film that describes the OCCSC SSRP program and reflects its main implemented projects. (<https://youtu.be/sZ9jvJli1ds>)
- **SSRP – Program Evaluation:**  
The evaluation report proved the effectiveness of the program, described the outcome, best practices and recommendations.

## 2 - Host initiative:



In celebration of Canada’s 150th anniversary, OCCSC launched the HOST Program with the purpose to match 150 volunteers with Syrian newcomers using a social approach. **292** volunteers have registered to this initiative, **140** volunteers have actively participated supporting a total of **83** Syrian families. A total of **233** clients (**56** women and **52** men and **98** boys and girls) benefited from Host project which mainly focused on women empowerment , science, technology, engineering and

mathematics (STEAM) for youth and employment integration for men. **14** workshops and activities have conducted been such as field trips, snowshoeing, Winterlude, arts and craft, tulip festival excursions, cooking & baking classes, potluck parties, Story telling, grocery shopping, Children Expo, Family day, Skating, Sporting and celebrations of different holidays

Clients	233
Families	83
Workshops / Events	14
Registered volunteers	292
Participated volunteers	140
Team	9





# Treasurer’s Report

The past fiscal year, April 1, 2016 – March 31, 2017 was one of great growth for OCCSC.

The total revenue for the fiscal year April 1, 2016 – March 31, 2017 was \$4,902,386 (compared to \$3,306,260 in fiscal year April 1, 2015 – March 31, 2016). This is an operational increase of \$1,596,126 or 48%. The total expenditure was \$4,701,198 (compared to \$3,214,129 in fiscal year April 1, 2015 – March 31, 2016). Growth was strongly fueled by two very successful programs; Pre-Arrival (\$1,307,188) and the Services for Syrian Refugees Program (\$330,200).

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, 2016 – Mar.31,2017 Amount (\$)	Apr.1,2015 – Mar.31,2016 Amount (\$)
Federal Government: Immigration, Refugees and Citizenship Canada	2,126,073	1,612,916
Federal Government: LASI World Skills Inc., MAPLE, Pre - Arrival	1,957,185	932,178
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	541,750	525,944
Municipal Government: City of Ottawa	58,156	57,226
Community Sector & Health Resources and Skills Development Canada: Jewish Family Services, New Horizons for Seniors Program	33,277	19,627
Other Income: Tuition Fees, Donations and Fundraising, Interest, Membership, User Fees and Miscellaneous	185,945	158,369
<b>Total Revenue</b>	<b>4,902,386</b>	<b>3,306,260</b>



# Treasurer's Report

(Continued)

**Table 2: Expenditure**

Nature of Expenditures	Apr.1, 2016- Mar.31,2017	Apr.1, 2015- Mar.31,2016
	Amount (\$)	Amount (\$)
Advertising and community relations	122,064	34,794
AGM expenses, fundraising and membership	12,807	20,683
Consulting and professional fees	195,683	39,339
Office equipment	116,351	9,783
Office and general expenses	393,979	165,715
Rent and utilities	387,374	351,480
Salaries and benefits including pay equity	3,217,792	2,440,499
Communication/Telephone	91,313	75,005
Training	45,331	8,029
Travel	91,862	49,636
Other expenses (e.g., repairs, maintenance, payroll services, insurance, etc.)	26,642	19,166
<b>Total Expenditure</b>	<b>4,701,198</b>	<b>3,214,129</b>
<b>Net Revenue</b>	<b>201,188</b>	<b>92,131</b>



## Treasurer's Report

(Continued)

The retained earnings for the past fiscal year was \$201,187 which measures 4.1% of the total revenue of \$4,902,386. This is a significant increase from last year's \$92,131. The positive result again this past year represents the continuing high level of financial stewardship and competence achieved by OCCSC management, the accounting staff, and the OCCSC Board of Directors.

Donations and fundraising are two major sources of our funding, other than government subvention. At the end of the 2016 – 2017 fiscal year, over \$90,000 was raised. We thank all of our donors, tireless volunteers, members, incredible staff, board, and other stakeholders for their efforts and generosity. OCCSC could not achieve its goals and provide very necessary services to our clients and the Ottawa community without you.

The Ottawa Chinese Community Services Centre would like to acknowledge our funders, especially Immigration, Refugees and Citizenship Canada and the Ontario Ministry of Citizenship and Immigration, for their continuing support.

The support of immigration sector partners such as the LASI group of agencies and other community groups and individuals contribute to OCCSC's success. We appreciate and thank them for their continued efforts in working together towards meeting the settlement challenges in Ottawa.

This is the 11th year that we have appointed Ouseley Hanvey Clipsham Deep LLP to audit our financial statements for the fiscal year ending March 31, 2017. 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 The Ministry of Citizenship, Immigration and International Trade

4. Ontario Ministry of Health and Long-Term Care



5. City of Ottawa Community Funding



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