



ANNUAL REPORT 2022-2023



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PRESIDENT'S REPORT



Like every year, I am extremely proud of the effort our staff and board members have contributed to ensure another successful year at OCCSC.

Alongside ensuring the continued delivery of our five-year Strategic Plan, the primary focus of the Board of Directors this year has been our search for a new Executive Director for OCCSC. As this process continues, we look forward to announcing the new ED in early 2024. In the meantime, I would like to extend a very special thanks to our Executive Director, Sharon Kan, for coming out of her retirement to take on this role as our previous ED began her journey into motherhood. We feel greatly appreciative of Sharon's continued commitment to OCCSC, and it is under her leadership that the organization this year has seen a renewed stability as the COVID-19 pandemic subsides. As she retires for a second time from OCCSC at the end of 2023, I would like to congratulate her for receiving the Order of Ottawa award from the Mayor this year. Sharon, we are immensely proud of all the work you have done for this organization and for the city overall. We wish you a peaceful and healthy retirement.

I would also like to extend a thanks to our Settlement manager Hassan Ezzahmad, for taking on the role of acting Executive Director for the first portion of the new year. I appreciate your willingness to take on the responsibilities of ED, and the board of directors, and I look forward to working with you.

On behalf of the board, it is an honor and privilege to be given the opportunity to continue to serve the community with an organization that has such a long history of dedication to immigrants, newcomers, and refugees. To all our staff, volunteers, and community members, I thank you for all your contributions to our organization and making Ottawa a better city for new Canadians to call home.

Robert Parungao
President, OCCSC

戰略計劃



Ottawa Chinese Community Service Centre
Strategic Plan 2021-2025

Mission

The Ottawa Chinese Community Service Centre is a non-profit, non-partisan, charitable organization that provides programs and services to advance the social, cultural and economic integration and participation of all newcomers, immigrants, refugees, as well as, people of Chinese heritage.

Values

The Ottawa Chinese Community Service Centre is committed to upholding the values of:

- Diversity, Equity, Inclusion & Belonging
- Respect & Professionalism
- Commitment to our community and partnerships



Settlement services are essential in supporting immigrants in creating a new life in Canada, integrating into their communities, and forging social ties with their new society. This is very much in line with the mission and purpose of OCCSC, which is included in the strategic plan.

Throughout the past fiscal year, OCCSC maintained a hybrid service delivery model. We continued to offer online remote services, while also accommodating walk-in clients, and in-person services for individuals and groups in our main office, as well as our other satellite locations. This combination of service formats resulted in a greater number of services being offered in-person as well as via MS Teams, Zoom, emails, phone calls, text messaging, WeChat, and WhatsApp communication Apps.

This report covers the fiscal year used by both the federal and Ontario governments, which runs from April 1, 2022, to March 31, 2023.

The Settlement services at OCCSC are funded by the three levels of government and are categorized as follows:

1. Canada My New Home Program

Funded by the Federal Settlement Program, IRCC



2. Support for Disadvantaged Racialized Communities

Funded by NSP, Ontario Ministry of Children, Community and Social Services



3. Chinese Family Services

Funded by the Community Funding Program of the City of Ottawa



4. Mental Health Support for Chinese Community

Funded by Champlain LHIN, partnership with SWCHC



5. Diverse Seniors Support Services (DSSS)

Funded by Champlain LHIN, partnership with JFS



SETTLEMENT, INTEGRATION, AND FAMILY SERVICES



	Unique Clients Served			
	IRCC	NSP	City	Total
Chinese	1196	426	508	2130
Arabic	568	0	0	568
Ukrainian	523	1	1	525
Others	135	13	10	158
Grand Total	2422	440	519	3381

IRCC, NSP & City	Direct Services		Group Services		
	Clients	Unique	sessions	Clients	Unique
Needs Assessment & Referral	2101	1823			
Information & Orientation	6012	2472	230	3651	1086
Community Connections			313	4518	954



Canada My New Home Program

OCCSC has signed a five-year contribution agreement (CA) with Immigrants, Refugees, and Citizenship Canada (IRCC) to offer needs assessment and referral, information and orientation, and community connection services to Canadian permanent residents, as well as other eligible newcomers, beginning in April 2020. All services are available through the IRCC's Canada My New Home Program.

The program has been running in full force as we have offered needs assessments/referrals, and information, orientation, and community connection services. These services are offered in both one-on-one and group settings, special events, family workshops, conversation circles, parenting groups, youth group activities, women groups, senior groups, homework clubs, career counselling, citizenship preparation classes, and many other activities.

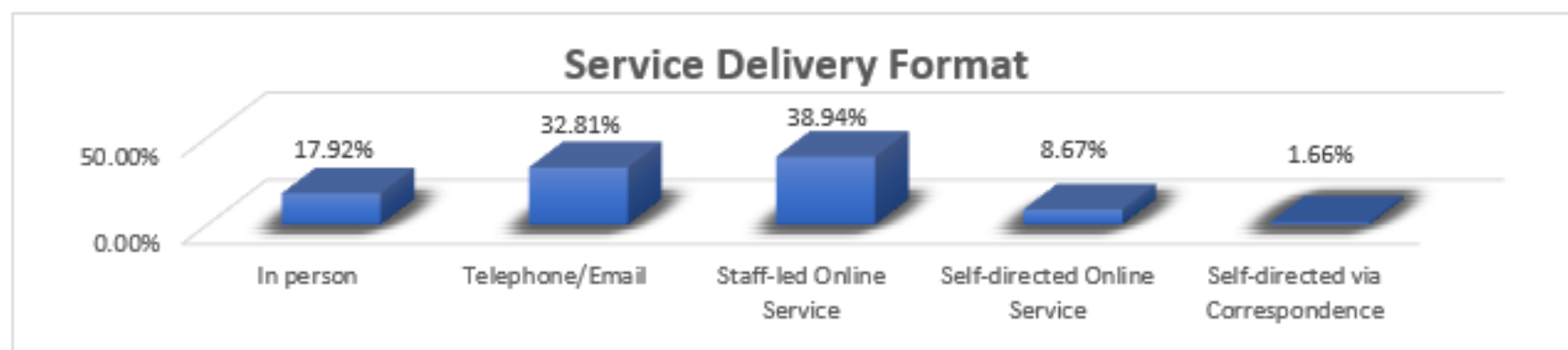
Under the program, OCCSC has three primary teams of Settlement Counsellors. The first team; Mandarin and Cantonese-speaking, work primarily with Chinese arrivals, while the second team; Arabic-speaking, work primarily with Middle Eastern Arabic-speaking newcomers. The third team; Ukrainian and Russian-speaking, primarily serve Ukrainians fleeing the war in Ukraine and arriving in Canada under the CUAET program. All eligible newcomers from other countries are also served by the three teams.

We expanded the number of in-person interactions with clients throughout this fiscal year, as our staff worked 2-3 days in the office, and the rest from home.



SETTLEMENT, INTEGRATION, AND FAMILY SERVICES

Service Delivery Format	Needs Assessment		Information & Orientation		Community Connections		Totals	
	services	clients	services	clients	services	clients	services	clients
In person	447	429	991	715	857	456	2295	1600
Telephone/Email	1312	1162	2772	1513	118	62	4202	2737
Staff-led Online Service	152	151	2300	810	2536	410	4988	1371
Self-directed Online Service	30	30	993	262	88	55	1111	347
Self-directed via Correspondence			3	3	209	56	212	59
Total	1941	1772	7059	3303	3808	1039	12808	6114

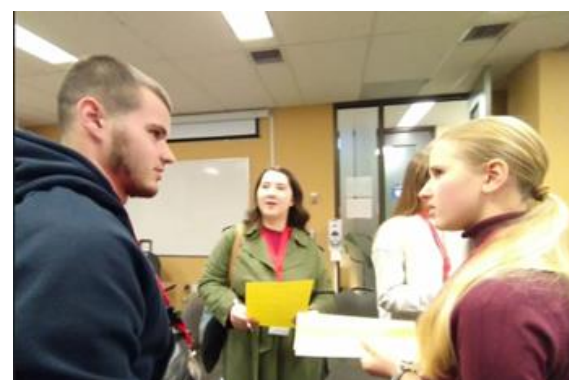


The graph above shows the percentage of each type of service delivery method. The proportion of services supplied in-person has risen from **5%** in the previous fiscal year, to approximately **18%** this year.



The number of unique clients that obtained at least one settlement service during the fiscal year is 2,422. The figures below show the demographic characteristics of clients served under the IRCC settlement program, Canada My New Home.

Immigrant Class	2422	
Family class	652	26.92%
Economic immigrants	659	27.21%
Refugees	510	21.06%
CUAET	523	21.59%
Other immigrants	78	3.22%



Volunteer Program, VP

Volunteer Support and Services

The VP gives us more opportunities to assist newcomers with life and language skills, homework and academic performance, and organize and promote community-building events and activities.

The program includes volunteers from the Seniors Program, CHIN Radio Mandarin Program, OCCSC Official WeChat, Outreach Ambassador, Virtual Youth Homework Club Tutors, Cantonese Culture Sharing Group, Settlement Services for Middle Eastern Newcomers (SSMN), and the Settlement Services for Ukrainian Newcomers (SSUN).

The volunteers help with translating, editing, proofreading, and managing volunteer data. They also assist with communication between students and other volunteers, evaluations, attendance management, assignment collection, and IT support. Service advantages include gaining work-related skills, experience, and service hours.

Over 7,000 volunteer hours were provided to OCCSC by roughly 150 volunteers. From 2009 to the end of the fiscal year of 2023, 2,140 volunteers have contributed a total of 57,650 hours.





Top Mother Tongues	2422	
Chinese	640	26.42%
Arabic	568	23.45%
Mandarin	478	19.74%
Cantonese	77	3.18%
Ukrainian	383	15.81%
Russian	53	2.19%
Other Mother Tongues	223	9.21%

Top Countries of Citizenship (CITZ)	2422	
China, People's Republic	1157	47.77%
Ukraine	523	21.59%
Syria	351	14.49%
Iraq, Lebanon, Jordan, Yemen & Libya	154	6.36%
Stateless	30	1.24%
Hong Kong SAR	28	1.16%
Other CITZ	179	7.39%



The federal government's announcement of the CUAET program for Ukrainian refugees fleeing the war in Ukraine in the spring of 2022 has greatly boosted the number of Ukrainian clients.

Community Development Project

For the second year, the Settlement, Integration, and Family Services department continued to address the demand for services that were previously not offered by OCCSC, by expending our volunteering program. The program enabled us to work with the youth and students, by running two main programs; The Youth Leadership Program (YLP) and the Homework Club (HWC). These initiatives were designed to address the specific needs of the target community, and empower youth, seniors and women groups of newcomers, by promoting multiculturalism, inclusiveness, and diversity within their activities.



Youth Leadership Program, YLP

The YLP is divided into two cohorts each year, and focuses on providing youth aged 15-25, with necessary skills.

The skills include leadership, communication, visual art tools, multicultural awareness activities (cooking), introduction to Canadian cultural events, harassment prevention, crime prevention, drug abuse and addiction, self-care, and mental health. During this fiscal year, OCCSC provided the first cohort, which lasted 12 weeks (April 28, 2022, - July 9, 2022), and the second cohort, which lasted 8 weeks (October 27, 2022, - December 17, 2022).

Youth Leadership Program-Field Trip 青少年领袖项目- 实体活动 (July 9, 2022)



47 YEARS OF SUCCESS



Enjoyed the delicious cake and lucky draws



PASSION • CARING • GENEROUS • DEDICATED

In addition to the online and in-person training sessions, multiple field trips and events were held over numerous weekends. Such activities were a great opportunity for the promotion of multiculturalism and inclusion for permanent residents, Canadians, refugees, and international students. The field trips assisted the newcomer youth in adapting to a new life in Canada, as well as obtaining the necessary expertise for future education, career profession, and leadership skill set.

Virtual Homework Club Program, HWC

The HWC is divided into two cohorts each year and focuses on delivering the following subjects: English, French, Math, Physics, Science, Chemistry, and Biology.

They provide tutoring to immigrant students (grade 6-12), permanent residents, and convention refugees.

On Tuesdays, 1.5 hours are available virtually with 15 minutes dedicated to group presentations and activities, and 75 minutes for one-on-one sessions with a tutor, using breakout rooms.

During this past fiscal year, OCCSC continued the first cohort, and completed the second cohort from September 27, 2022, to the end of January 2023. This included 30 volunteers, 32 tutors, 2 staff and 3 administration volunteers. HWC provides our clients with the opportunity to improve their academic performance, overcome language hurdles and culture adaptation, develop communication, make new peers, and acquire new skills in a trustworthy, courteous, and inclusive atmosphere.





Settlement Services for Middle Eastern Newcomers, SSMN

SSMN is a settlement project developed by OCCSC to provide various settlement services to Ottawa's Arabic-speaking newcomer population. It provides services at OCCSC's main office, as well as two satellite locations in the Nepean and Kanata-Stittsville areas.

Arabic-speaking settlement counsellors provide needs assessment and referral services, as well as ongoing settlement counselling, and social integration issues that affect the day-to-day lives of Middle Eastern newcomers. They also assist with citizenship, employment, digital literacy, income, education, housing, health, financing, transportation, communication, media, information sources, rights, freedom, law. We provide cultural, social, and recreational activities, as well as volunteering and field trip events, conversation circles, and women, seniors, and youth support activities.

SSMN offers regularly weekly and biweekly activities, such as citizenship exam preparation, women conversation circles, and women focus groups. Partnering with Kids Up Front allowed us to distribute free to OCCSC clients 377 community event tickets with a value of \$16,481.



  Ottawa Chinese Community Service Centre (OCCSC)-Settlement Services for Middle-Eastern Newcomers
المركز الصيني للخدمات الاجتماعية في أوتاوا
خدمات الاستقرار للقادمين الجدد من الشرق الأوسط

مراجعة سريعة للكتاب - أسئلة امتحان الجنسية الكندية
Quick review for Discover Canada book
Canadian Citizenship Practice Tests

Date & Time: Thursday , August 18, 2022 from 1 p.m. to 2:30 p.m.

التاريخ والوقت : الخميس 18 آب 2022 من الساعة 1 بعد الظهر حتى الساعة 2:30 بعد الظهر

أون لاين على برنامج الزوم Online on Zoom Cloud Meeting

Registration is required. To register, contact Fidaa Osman and Hanadi Alashi by:
يجب التسجيل لورشة العمل . للتسجيل يمكن الاتصال بفداء عثمان و هنادي العشي :
Email/ بريد الكتروني hanadi.alashi@occsc.org , fidaa.osman@occsc.org
موبايل و واتس أب على الأرقام التالية : 6132183920 — 6134042400

 Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada

Settlement Services for Ukrainian Newcomers, SUN

SUN is an OCCSC settlement initiative launched in response to the Canada-Ukraine Authorization for Emergency Travel (CUAET), offered by the Government of Canada in spring 2022, to support Ukrainians fleeing the war. It provides Ukrainians and their family members with free extended temporary status to study and stay in Canada. OCCSC assembled a team of settlement counsellors who spoke Ukrainian and Russian, to provide various settlement services to Ukrainian newcomers.



Ukrainian clients needed temporary accommodation, education, banking, and health-care facilities, as well as finding jobs and employment. Our organization's first focus was on settlement, mental health support, language instruction, and job guidance. Clients were referred internally to the agency's language and employment services, which included language training and support services on job search tactics. A volunteer professional career counsellor was recruited to work alongside the settlement counsellors to facilitate interviews and resume workshops. These sessions gave excellent advice on Canadian workplace standards, interview skills, and conducting Resumes geared to the Canadian job market. With that being said, most of them were able to find work.

We were able to serve approximately 100 Ukrainian clients monthly, providing them with needs assessment, information and orientation, and community connections through individual and group activities. We found them temporary housing, distributed City of Ottawa bus passes, registered their children in the Healthy Smile program, connected them with food and furniture banks, snow clothing programs, and referred them to all other available settlement services both internally and externally, particularly those provided by other LASI agencies.



Settlement Services for Ukrainian Newcomers
Оттавський Китайський громадський сервісний центр
Програма адаптації в Канаді для новоприбулих Українців



Наші послуги

Визначення потреб та їх реалізація
Україномовні співробітники центру допоможуть з визначенням ваших потреб та запропонують варіанти вирішення нагальних питань, нададуть консультативні послуги та представлять до вашої уваги програми, що полегшать процес інтегрування у Канадське суспільство.

Інформаційна допомога за напрямками:
Працевлаштування, пошук житла, фінансові консультації, мовні курси, освітні послуги, питання з медицини, транспортування, суспільні зв'язки, засоби масової інформації, права людини, закон.

Зв'язки з громадськістю
Волонтерство, культурні, соціальні та рекреаційні заходи, підтримка жінок та молоді, розмовні клуби тощо.

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Barrhaven Seniors Program

We used several ways to help elderly Chinese newcomers learn and make decisions about their lives in Canada.

Community Engagement: Social gatherings to promote networking.

Cultural Sensitivity: Customize services for newcomer elders' needs and cultures.

We helped navigate the healthcare system and find culturally sensitive care. WE also helped with housing, social services, and finances. We partnered with community groups and service providers for comprehensive support. These strategies helped newcomer seniors integrate and make educated decisions in Canada.

Chinese immigrants are increasing in the Ottawa suburbs, Barrhaven and Kanata. For enhanced client service, three Mandarin-speaking personnel worked in these two regions in a rotation basis each week. Our settlement staff and clients used charitable community groups' facilities for free. The South Nepean Community Health Centre in Barrhaven and the Western Ottawa Community Resource Centre in Kanata are examples. Over the past year, Chinese senior volunteers have been a major beneficial force in the community. Senior volunteers are always busy, inviting more of their peers to join in on festivities, retirement home tours, and health-related groups, teaching them new skills like computer, iPad, and App use.

Parenting and Childcare Services for Newcomer Children

In-Person workshops and activities have been resumed this year after Covid-19 lockdown and restriction measures were left. This encouraged newcomers with young children to access our workshops and events and especially tailored to them seniors and parenting activities. In this fiscal year, we served a total of 125 children who benefited from our childcare services



Legal Aid referral

Legal Aid Ontario has designated OCCSC as a referring agency for the Family Violence Authorization Program. Domestic abuse survivors in Ontario who require immediate advice and help in respect to family law, immigration law, and refugee law are eligible to participate in this program, which offers free legal consultation for a period of two hours. There is no requirement regarding one's financial eligibility. People who are victims of domestic violence are eligible for a total of two hours of authorizations per year, with one permission granted for each legal issue they face.

We encourage customers who require this service to contact us. After undergoing a speedy preliminary evaluation by one of our designated workers, customers will be given a referral voucher that will provide them to two hours of free legal consultation from an attorney of their choosing. This service can only be provided by attorneys who have prior expertise working with domestic violence cases.

WeChat

OCCSC had the chance to take advantage of this massive social media platform after launching its official WeChat account in the previous fiscal year by providing the most recent community news, service notifications, details on local resources, and the most recent announcements regarding the OCCSC's events and workshops.

Fees for Services

Throughout the years, our organization has responded to a range of help requests made mostly by the Chinese population in Ottawa; but, in recent years, we have proudly served all newcomers while focusing on two major community groups: the Chinese and Arabic communities. We introduced a new program last year: targeting the Ukrainian community in Ottawa. We have chosen to impose a minimal service charge to meet these criteria because certain requests for assistance do not fall within the scope of any of the initiatives that have been funded. The majority of these requests for assistance come from clients who require our employees' assistance with a variety of tasks, such as filing personal income tax returns, applying for family sponsorship, applying for citizenship and PR, renewing permanent resident cards, applying for Old Age Security, applying for Canadian passports, applying for visas for international travel, and so on. Instructions and information and orientation about these requests are provided free of charge within the funded programs, fees are associated with delivering the complete process of service that is not within our programs' mandate. We also have one employee who has the qualifications to act as a notary public and witness for affidavits and oaths in the Canadian province of Ontario. She can also authenticate official documents that are duplicates of the originals. In addition, there will be a small fee for using this service. All fee-for-service activities are provided by our staff and volunteers on a voluntary basis and not during business hours.

2. Newcomer Settlement Program, NSP

The Ontario Ministry of Children, Community, and Social Services Support for Disadvantaged Racialized Communities Program funds NSP. The goal of the program was to assist newcomers to Canada in settlement and learning English.

NSP services all statuses. Permanent residents, naturalized Canadians, refugees, international students, temporary foreign workers, and Provincial Nominee Program recipients are all eligible.

We continued to assist Ontario clients. If required, services were provided in Cantonese, Mandarin and English. Our clients' requirements differ depending on their age, education, gender, occupation, and personality. We mostly target the Chinese clientele.

Because of language and life skills deficits, our NSP program assists many residents in overcoming daily problems. NSP was able to provide service in-person as well as via Teams, Zoom, WeChat, text messaging, and phone conversations, resulting in a range of virtual workshops as well as in-person events and activities. We provide one-on-one assistance with housing, financial assistance, mental health, interpersonal relationships, legal information, social community, languages, health, and employment, among other things. Our clients like our program so much that they recommend it to their friends. Our NSP worker established a culture-focused group to assist members in developing a support network. Single seniors are increasingly receiving substantial family help.





**Total # of Unique Clients who received a group or direct service:
440**

Unique Individuals

New clients: 226 (51.4 %)

Returning clients: 214 (48.6 %)

Families

New Families: 39 (37.9 %)

Returning Families: 64 (62.1 %)

Direct Services

Needs Assessment and Referrals: **159 Clients**

Information & Orientation: **902 Clients**

Total: 1061 Clients

Group Activities

Information and Orientation Group Activities: **186 Clients**

Community Connections Group Activities: **418 Clients**

Total: 604 Clients

Information & Orientation Group Activities: **9 Sessions**

Community Connections Group Activities: **30 Sessions**

Employment Group Activities: **1 Session**

Total Direct Service (General) Sessions: 986 Services

Chinese Family Service Program

This service is funded solely by the Ottawa Community Funding Program from the City of Ottawa. It was intended to provide general counselling to low-income Chinese families and individuals facing marital difficulties, family violence, sponsorship failure, problem gambling, and mental health issues.

In Ottawa and Ontario, Chinese seniors without dependents use the service, but more working and student visa holders are applying for it. Our program provided online seminars on a variety of topics and emotional support to clients with health or mental problems. Those who did not qualify need more treatment. This program is increasingly used by Chinese elderly who live alone. Applicants for social housing, Old Age Security Pensions, and Canada Pension Plans receive help from our counsellor. Our part-time social worker helps disadvantaged Chinese elders with complicated issues like broken sponsorship and elder mental health.

We helped Ottawa's vulnerable Chinese elderly emotionally, case management, senior caregivers, and practically. Community connections with seniors from diverse cultures, case management for health difficulties with healthcare providers, discussion groups on seniors' issues including housing, and recruitment of senior volunteers to display Chinese cultures through music, performances and art and craft activities.

This year we shared our feedback regarding the Community Funding Evaluation Framework (CFEF) - the evaluation was validated and finalized through the engagement sessions in 2023.



New clients: 267 (63.3 %)

Total # of Unique Clients who received a group or direct service: 422

Returning clients: 155 (36.7 %)

Families

New Families: 65 (54.6 %)

Returning Families: 54 (45.4 %)

Direct Services

Needs Assessment and Referral, Information & Orientation: 39 Clients

Unique Clients: 1,130

Group Activities: 7 Sessions

Information and Orientation: 12 clients

Community Connections: 16 Clients

Total Direct Service (General) Sessions 1,144 Clients

4. Mental Health Support for Chinese Community

The Champlain Local Health Integration Networks (LHIN) funds this program. OCCSC entered a partnership with the Somerset West Community Health Centre (SWCHC), which is one of Ottawa's thirteen community health and resource centers. SWCHC is home to specific programs that are designed to meet the requirements of the many cultural groups who live within its catchment area. OCCSC is currently working on two different programs, both of which entail collaborating with other community organizations. This is our 3rd year since we started this partnership in this program.

The Chinese population in the Champlain region was served by the OCCSC's Mental Health Social Worker through one-on-one counselling, therapeutic groups, and psycho-educational workshops. These services were offered by the OCCSC. The intake evaluation, referral services, and mental health related groups and courses were all given by the mental health social worker at the OCCSC.

5. Diverse Seniors Support Services (DSSS)

Champlain Local Health Integration Networks funds this initiative. This was OCCSC's second collaboration with Jewish Family Services (JFS). In this relationship, OCCSC is one of five settlement agencies, one community centre, and one cultural community group. It was launched about a decade ago as part of Champlain LHIN's Aging at Home strategy. The main goal was to help seniors in social housing units stay in their homes as long as it was safe. Another goal was to reduce hospital and long-term care admissions. Jewish Family Services (JFS) manages funding and program coordination for this cooperation. A full-time volunteer coordinator on loan to OCCSC recruits Chinese volunteers for educational, cultural, and recreational events in senior social housing facilities.

We offered in person and online services via Teams, Zoom, WeChat, SMS, and phone. We taught Chinese seniors how to utilize their gadgets to communicate with friends and family online. Helped distribute vitamins and OTC medications. We helped seniors stay healthy and connected. These accomplishments would not have been possible without our dedicated volunteers.



LASI Digital Transformation Initiative



OCCSC is a member of the coalition of Local Agencies Serving Immigrants (LASI). LASI provided a one-stop portal for newcomers to Ottawa to access critical information and services in settlement, language, health, job, education, counselling, and specialized services provided by all 11 agencies. The Hybrid Service Delivery Modernization Strategy and Roadmap final report was completed. OCCSC currently leads the LASI Digital Transformation Initiative, which focuses on modernizing hybrid service delivery for LASI agencies. This Initiative would create mechanisms for collaborating closely with LASI's Portal project to guarantee that the two initiatives were coordinated and mutually beneficial. The digital transformation initiative will we explore the options for agencies to develop a more unified and shared approach to common IT requirements and shared tools, as well as developing a shared understanding of business objectives, settlement service delivery requirements, and capabilities, to adopt the proper technology for increasing the productivity and efficiency settlement services funded by IRCC. OCCSC proceeded to coordinate within LASI and with the Funder - IRCC to secure the required funding for the implementation of this initiative that will benefit all the LASI members.

Vaccine Community Innovation Challenge



Public Health
Agency of Canada

Agence de la santé
publique du Canada

OCCSC received a grant from the Public Health Agency of Canada. We participated in the Vaccine Community Innovation Challenge to enhance our community-based communications campaign and promote confidence in vaccination against COVID-19. We continued adherence to public health measures in underserved communities, and/or communities disproportionately impacted by the COVID-19 pandemic. In Stage 1, we have developed and implemented our enhanced campaign with a focus on promoting the importance of the COVID-19 booster shots.

We Can Do It: WeChat for Vaccine Booster

Led by the Ottawa Chinese Community Service Centre (OCCSC), our groundbreaking campaign addressed the needs of clients with limited English proficiency and newcomers unfamiliar with the Canadian healthcare system. Through our strong presence on WeChat, OCCSC provided reliable and accurate health information. Our mission was to promote vaccine awareness, accessibility, and boosters, connecting with diverse communities and empowering individuals to take control of their health. The results were remarkable, making a significant impact in achieving our objectives.



In a Venture Initiative Project

OCCSC collaborated with the University of Ottawa on a social innovation project. We signed an MOU with Dr. Dina Salha, Professor of Advanced Theories of Media, and Communication at the Faculty of Arts' Department of Communication.

Project Title: Towards More Visibility, Inclusion, Empathy, Integration, and Digital Transformation: OCCSC's indispensable Settlement Services for Newcomers and Refugees.

OCCSC's indispensable Settlement Services for Newcomers and Refugees.

Students were tasked with designing a unique and purposeful digital campaign/platform and strategy, through brand-building and a community-oriented media platform. The goal the goal of improving agency exposure and community outreach based on OCCSC's longstanding and niched involvement in the community.

Twelve groups of three to four students from the advanced theories of media and communication class successfully completed their assignment within three months and produced a variety of media formats: short videos, social media, and other media products such as: pamphlet or brochure, poster, logo/stamp, and other Visual or digital art pieces, as well as a presentation "pitching" their projects in front of judges on March 31, 2023.



Partnership with ACCT

Under Immigration, Refugees and Citizenship Canada, ACCT Foundation has received funding for a multi-year project titled “Building Anti-Racism Capacity Through Mental Health Research, Resources and Training”. The goal of the project is to increase resiliency and adaptability of the settlement sector in meeting the needs of immigrant clients who experience racial trauma. ACCT is recognised as the major agency advancing the rights and benefits of newcomers and majority Chinese/Asian clients in Ottawa. ACCT Foundation will work with OCCSC as key partner in community engagement, participant recruitment, training delivery and evaluation.

OCCSC signed a partnership between ACCT Foundation to develop a community outreach and engagement plan that best meets local needs to share research, project progress and to recruit for research and pilot participants. OCCSC will participate in ongoing monitoring and evaluation efforts. This MOU is in effect until March 31, 2024.

Testimonials (*authentic, non-edited*)

1. "The community I built via volunteering has helped me shape my future in positive ways. Thanks to this project, I had numerous opportunities to network with professional volunteers, academics, and learners. I appreciate your sending me the Certificate and the recommendation."

Canadian Chinese Volunteer in the Youth Leadership Program YLP

2. "Hello, Julie. I wanted to thank you for the classes for my son from my whole heart. My son is very happy to be in the club and the volunteer is amazing. Thank you for this chance. We appreciate it a lot."

Ukrainian client, (Mom of a kid - client in Virtual Homework Club)

3. "I reached out to OCCSC shortly after I arrived in Ottawa as a new permanent resident. I have been volunteering with OCCSC since June 2022. My role is working as a social media editor, writing, and editing social media posts about events held by OCCSC. This position is a perfect fit for me given my work experience in journalism and communication in China. Recently I just secured a job offer, and OCCSC is one of my references. All in all, I enjoy my time at OCCSC and will continue to be part of it."

OCCSC Volunteer

4. "I am very grateful to have service provided by OCCSC. I am a senior who speak not much English, my children or family members are not living with me. I can only rely on help provided by social service provider like OCCSC. I feel grateful that I'm still eligible to be served. Hope there'll be more services provided to us. Thank you!"

Chinese Canadian Senior

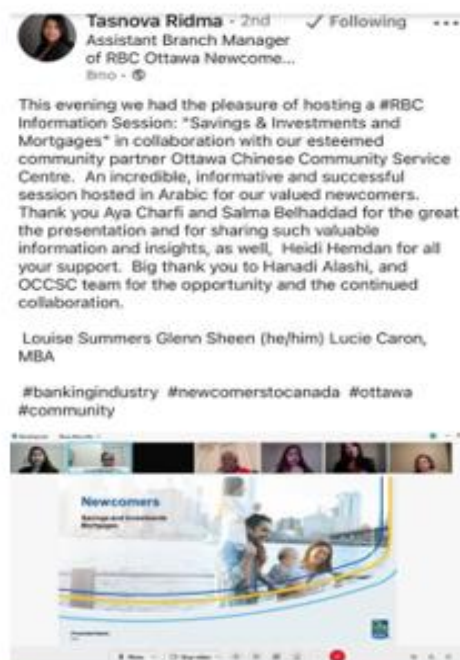
5. "Hi, my name is Khalida and I want to thank the Ottawa Chinese community service centre for helping us. We are newcomers to Canada and this organization helped us with English translation as our English level is low as well as filling out all necessary documents like the ODSP applications. They always helped us in finding the right ways to do things here in Ottawa. "

OCCSC Client from Middle East

SETTLEMENT, INTEGRATION, AND FAMILY SERVICES

"I would like to leave my feedback about Ottawa Chinese Community Service Center. When we arrived to Canada, my older daughter (14 years old) started school in Canada. We needed support not only with the language, but also psychological support (no friends, missed home). OCCSC offered us to join Homework club. We started English classes with the volunteer and got emotional support. My daughter found friends there. My daughter has improved her level a lot. She has improved her scores at school and its easier for her to be in the English-speaking environment. I really appreciate the help we got from OCCSC and especially Julie's help, who has been with us all this time. Thank you, a lot."

Mother of a Ukrainian client



Hassan Ezdahmad,
Manager, Settlement, Integration, and Family Services

The 2022-2023 fiscal year was a successful one for the Employment Services department, marked by some key achievements in service growth and process efficiency. The department is well-positioned to build upon these successes in the coming year.

Our existing contracts met or exceeded several key objectives for 2022-2023, including bringing onboard two new pieces of business, Lighthouse Labs and WorldSkills. We will be delivering Soft Skills Training to their Clients.

Challenges were addressed effectively, and strategic recommendations are proposed to further improve departmental performance. The focus for the next reporting year and beyond is growth.



We have put in place an action plan that will serve as a comprehensive strategy for Employment Services. This will enable us to grow our department, expand our services that will not only benefit our organization, but is essential for helping immigrants and newcomers successfully integrate into the workforce.

Some of our primary goals and objectives for Employment Services for 2023-2024 include:

- Assisting immigrants and newcomers in securing meaningful employment.
- Creating additional Soft Skills Training Competencies modules Continue researching new Call for Proposals and applying for same
- Enhance connections with local employers and industry partners.
- Strengthen awareness and utilization of our services among the target population.
- Utilize social media, community events, and local media for outreach
- Identifying potential risks and challenges and develop mitigation strategies.
- Define how progress will be monitored and reported, including regular updates to the organization's leadership and stakeholders.

Programs

1. Lighthouse Labs Boost initiative partnership

Lighthouse Labs is partnering with OCCSC to solve soft skills barriers to employment experienced by various equity-deserving groups across Canada. This collaborative effort, known as the BOOST project, aims to impact 1,000 eligible Canadians by offering comprehensive soft skills training programs to enhance their employability. Together, we will work to ensure that 500 participants graduate from these programs.



The soft skill training is delivered by two expert facilitators on the following topics:

- Breaking barriers and speaking up Workplace
- Enhancing workplace relationships with Emotional Intelligence
- Conflict Resolution: Mastering the Art of Negotiating and Salary Discussion
- Presentation with Impact

Goal to reach 500 attendees

321 participants trained to date

243 certificates issued to date

All students receive a certificate or badge upon successful completion.

Feedback from our participants: (*authentic, non-edited*)

"Salary Negotiation simplified via brilliant video and lucid presentation. Thank you, Gwen! "

" I learnt how to negotiate for a salary without sounding demanding. This was helpful. "

" I had only heard about Emotional Intelligence. With today's test, I learned where I can improve. Thank you, Gwen, for patiently answering my questions. "

" I attended four courses with Gwen, all of which are beautiful. The presentation with Impact with Mary was the best. It told me to be confident of my accent. I will now speak slowly and clearly. "

" I learned to be a collaborative team member in a Canadian workspace. Thank you, facilitator, for answering my questions. Many barriers are solved in this class. "

Job Search Workshop (JSW)

Intake, Assessment and Referral: 106 clients

IAR -> 90 ((66 initial IAR, 24 reassessments)

Employment Counselling sessions at 171 with 108 clients

JSW workshop sessions, 7 workshops: 106 Clients

A-la-Carte session and number of participants: 217 and 216 a la carte: 2 workshops and 35 clients



World Skills Employment Centre

Soft Skills Training Program

Launched in 2018, the Empower Newcomer Women to Employment Program (ENW) at World Skills Employment Centre, was part of a National Research Project named "Career Pathways for Visible Minority Newcomer Women", a pan-Canadian research project run under Social Research and Demonstration Corporation - SRDC's management.

Currently, ENW is funded by Immigration, Refugees and Citizenship Canada (IRCC) and delivered in Ottawa by World Skills Employment Centre. It aims to address the barriers racialized visible minority newcomer women face while seeking employment and to help highly skilled newcomer women gain employment commensurate with their education and experience. The Program is delivered by World Skills and collaborates with the Immigrant Women Services Ottawa to reach out to racialized, visible minority newcomer women. IWSO offers information and orientation sessions to candidates and program outreach within the community.

Ottawa Chinese Community Service Centre (OCCSC) is contracted to deliver the following:

Deliver the 5-hour Communication Workshop, "Be Heard by Canadian Employers: Communicate and engage effectively" aligned with the Skills for Success Framework **(once per month)** • **Deliver Mental health/wellness sessions** either group or one-on-one **(as per needs basis)**
Opening doors of opportunity to Women in Tech: Twice per year, ENW clients (with backgrounds in Tech) will participate in an in-person tour of an Ottawa-based Tech company where they will have an opportunity to meet with hiring managers and speak with employees.

Feedback from Clients: (*authentic, non-edited*)

"We learned a lot. It was good to know that your accent doesn't matter if you can put the accent on the words where it's supposed to be and convey the message. We definitely want more from the two speakers. It was so relatable because as a newcomer we go through lack of confidence while speaking a language we know just because our accent is different. I want to thank you for bringing this topic and these wonderful speakers to us which means you really understand our struggles. I learned some valuable tips to speak clearly and on where to put stress in my sentences to enhance speech clarity. Thank you so much. "

ESDC

Empowering Employees for the Future of Work (EEFW)



Empowering Employers for the future of Work (EEFW) is a research project aimed at developing a soft skills training resource for IT employers across Canada.

As organizations look to strengthen diversity, equity and inclusion within their teams, having strong soft skills in the workplace are now 'must haves' rather than 'nice to haves' for continuous team success.

Our Goal: to create a para-public soft skills training resource that ESDC can share with the sector to improve productivity, retention, well-being of staff.

The future of work is headed in a direction where soft skills are becoming more important than ever before. In response to this shift, ESDC is helping equip employers with the tools necessary to build strong, diverse workforces.

Program Outcomes

Training has been successfully completed at 2 sites, Vancouver and Ottawa.

A total of four tech companies, comprising two small and two medium-sized firms, have received training at these two locations.

We have conducted a total of 94 workshops focusing on Leadership and Social Emotional Skills. The training program has been completed by 138 participants to date.

Currently, we are in the process of assessing the training's impact through interviews and surveys. We are in 1st and 2nd phase of evaluation for the four companies, where we are conducting both the 6-month and 3-month evaluation processes.

Below are a few testimonials from the Managers and employees of those companies:

Testimonials of the Managers/Team Leads: (authentic, non-edited)

"I recently conducted my semi-annual review with my entire team and this time I gave them an open-ended question to address independently. I aimed to stay away from the yes or no format I used previously in my meetings it allowed them to take the initiative. If I compare this review with the reviews that I did in the past I noticed that they picked up on cues learned during the training and it has really helped them."

"I recently began to use this new approach after attending the EEFW workshops. I have shifted away from chats in my office space. If the chats tend to be more sensitive and private then we move to the meeting area which allows my team to talk more openly. I have initiated 15-minute group meetings daily to ensure everyone stays updated and this has had a significant impact whereas in the past our daily meetings went off-topic or extended too long. These new meetings are much more efficient and allow us to get to the point more quickly. This shift in our approach is the direct result of EEFW training."

"Transitioning to the role of a new manager has been a learning experience for me. EEFW training helped me change the way I delegate tasks to my team, in the past I was taking a lot of work on myself probably because I knew how to do it and was giving smaller tasks to the team. However now I assign full projects to the team and I just support them in problem-solving. I have also changed my approach to dealing with individuals based on their skills which has also been very beneficial to me as a manager. On the other hand, I still find it challenging to provide constructive feedback or engage in difficult conversations. The module that addressed it has been valuable to me, and also for my team's growth."

Testimonials of the Employees: (authentic, non-edited)

"The training has proven beneficial for my position, as the courses have improved my overall well-being, stress management and enhanced my communication skills with colleagues and my manager. I am now confident in providing feedback to my manager as well."

“After my participation in EEFW workshops, I feel more confident in giving and receiving feedback also I have improved my communication skills such as writing emails and interacting with clients so one of the most important improvements for me is my client communication. Prior to this training, I had a tendency to speak fast but now I consciously make an effort to speak more slowly and with clarity.”

“EEFW program helped me to establish good relationships with my colleagues and also work better in a team. Earlier I used to take the differences personally now I have learned how to approach the differences and work together with all the differences while working together on a project.”

Juliette Smith
Project Manager, Employment Services

In this reporting period, we continued a full on-line program delivery, ensuring that all our clients in LINC classes have appropriate devices to participate. We have several Chrome Books available for them to use if they want to participate in our blended program delivery version – they can come to our morning and afternoon classes at the OCCSC office and follow their class on Zoom, if they choose to. In terms of improving their overall digital literacy, we continued with the extended funding for the Digital Literacy Student Assistant, whose involvement in the program delivery has been a great success, helping both the students and the teachers daily.

Our very flexible class schedule continues to serve the clients the best it can, having the classes offered in the morning, afternoon, evening and all-day Saturday; in terms of the levels, we cover them all (except for literacy) - from Pre-CLB to 5+ (that goes up to CLB 8).

Within the curriculum, we continued covering important topics, such as how to find a job through the employment strategies and introduced a variety of opportunities for our students seeking employment bringing in guest speakers who broaden their knowledge and sometimes directed them to some employers. In our higher-level classes, the lessons on these topics are often, but employment is covered in pretty much all other classes, appropriate to their level of English. Within the overall trends, we gradually introduced more topics on Canadian history vis-a-vis the First Nations people, etc.

Number of NEW (unique clients)	743
Number of LINC instruction hours provided	4,536

As part of the LINC curriculum, our students are taught what networking is all about in Canada, as well as how many different aspects of socializing exist in our society. There have been examples of helping each other find a job or being accepted in a certain network through their peers from a LINC class, etc. Bonding and maintaining contacts are extremely important and beneficial after the pandemic restrictions have been lifted or reduced. Several guest speakers presented on various topics, such as the networking, how to start and develop a small business; importance of volunteering, etc. Our LINC students are introduced to other services that OCCSC provides, such as settlement and employment, as well as having access and information on all other community partners who may help.

From the occasional participation in some webinars in the past, it became the most-preferred way to stay updated, connected and current, since the beginning of the pandemic and moving forward. It is remarkable how many webinars have been offered and how much they helped in all aspects of the program delivery and beyond. It includes several virtual events that enabled us to be a part of the process, from attending a TESL Ontario conference (for LINC teachers) to celebrating the community and everything in between. Webinars made a transition from in-person to the virtual program delivery a smooth one, opening an endless world of new information, exchange of knowledge, experiences, learning and applying whatever works best. Our teachers have a whole world of teaching materials and techniques to adopt from the virtual resources and to apply in their teaching on a daily basis, which helps the students to feel comfortable learning the language and actively participate in the classes.

Glimpse of the online LINC classes:



Student testimonials (*authentic, non-edited*)

“I’m a student of LINC class and studying online since the pandemic. Since I started joining online classes, I really enjoyed it and gives me a lot of time doing some stuff at home after class. It helps me a lot to improve my speaking, writing and listening. With the help of my teacher it helps me to think positive and to look beyond and to become more confident in speaking of English. I learned a lot about what it is to become a Canadian, about the country, people, different cultures. I encouraged myself to continued and finished my first level in studying to improved and become more confident.”

Employment success story:

“Thanks to this English on-line class of your program that I started two years ago, I was hired for a good position by the government. Thank you for this amazing program with amazing teachers. I'm very proud to be in their classes and I'm sure to be bilingual in a short time. Thank you, teachers. God bless you.”

We started seeing a higher number of Ukrainian refugees in our LINC

“I have been studying English in LINC classes through OCCSC since December 2022.

Exactly one year ago, I started learning English on my own after a war broke out in my country, Ukraine, and my family and I decided to move to Canada. When we arrived in Canada, I was tested and given a level 3/4. Since December 2022, I have been attending online English courses at LINK through OCCSC. I enjoy the lessons and the presentation of the material, and I hope that I will soon move to the next level and be able to speak and understand English fluently.

I want to express my gratitude to the teacher and the OCCSC organization for the opportunity to learn such wonderful English.”

Field trips:

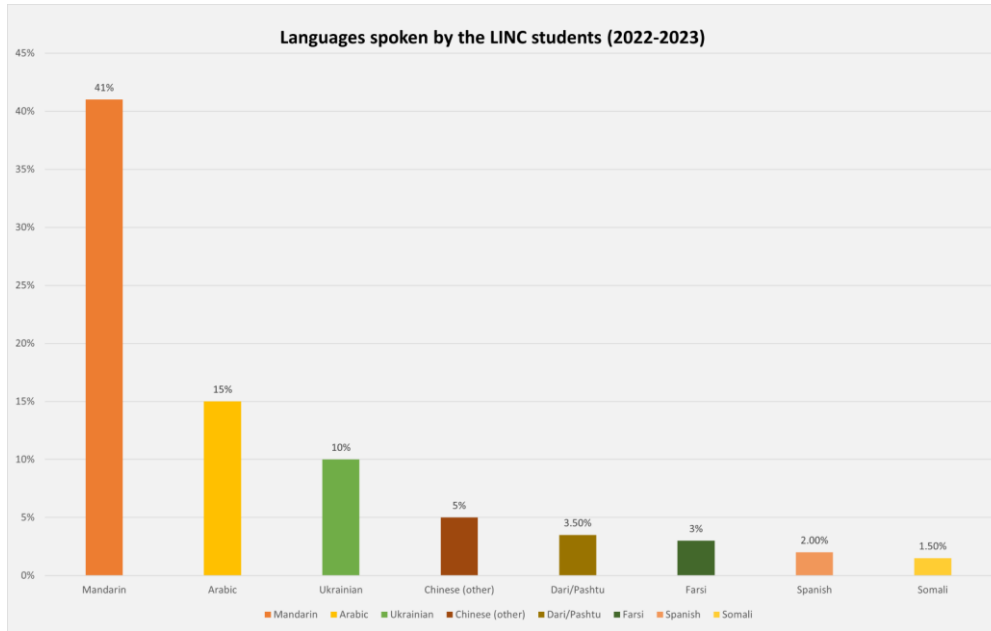
Ottawa Tulip Festival (May 2023)



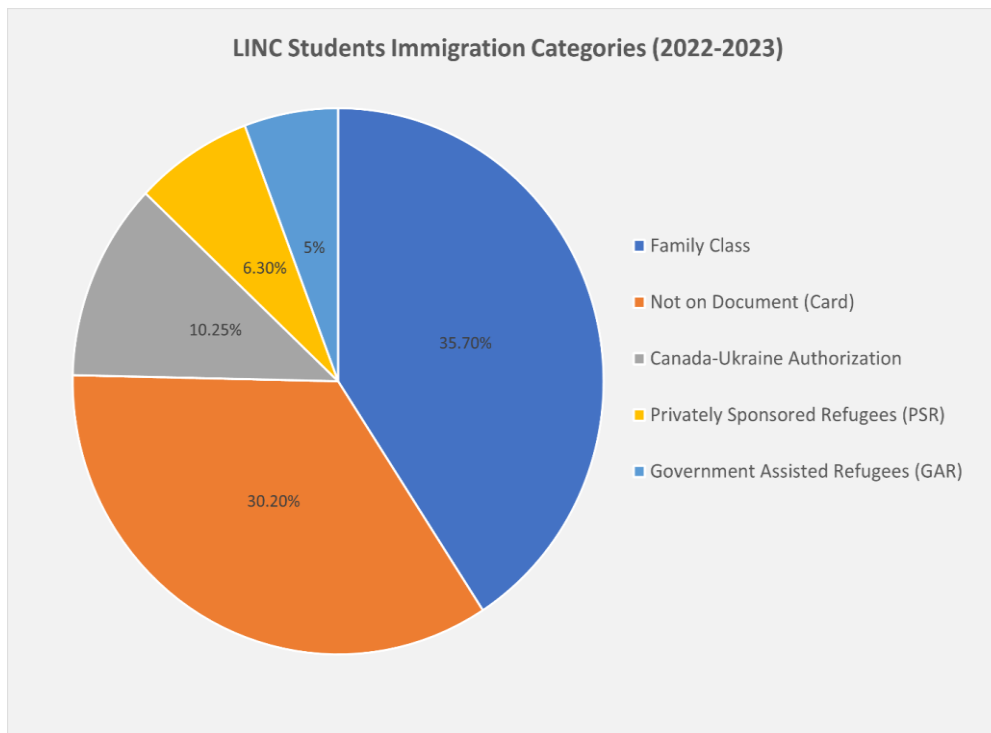
National Gallery of Canada (June & July 2023)



We are proud to have students from all over the world in our classes. In this reporting period, they spoke 37 different languages! *Please see the chart below as an illustration*



Immigration categories remained almost the same as in the previous year:



NOT ON DOCUMENT/CARD:" This category came out when documents started no longer having the immigrant code on the PR cards.

OCCSC Language Program has continued being an official Test Centre for CELPIP (in partnership with Prometric), with 10 test-takers per sitting, in 3 weekly sessions, with additional sessions being added, at Prometric's request in several months, due to the clients' increased interest in our site.

Computer lab:



We delivered several on-line English courses for a fee (Beginner, Low and High Intermediate and Advanced), for non-LINC eligible clients. However, the number of courses was much smaller than previously, having substantially less newcomers/visitors and others coming to Canada due to the recent pandemic and other reasons.

Happy Day at Proulx Sugar Bush, March 2023 (field trip of the Advanced course):



As it goes, language is key to successful and full settlement in a new country – we are here to welcome all clients who seek our services, in various language classes that suit their needs. We are looking forward to seeing you!

Snezana Minic
Manager, Language Services

Settlement, Integration and Family Services			
	NEW	RETURNED	TOTAL
IRCC	1532	890	2422
NSP	226	214	440
CITY OF OTTAWA	305	214	519
TOTAL	2063	1318	3381

Language Services	
Number of LINC students enrolled	743
Number of LINC instruction hours provided	4,536
<i>*Number of NEW (unique) clients, without the continued ones.</i>	

Employment Services	
Number of clients who received Training	321
Number of Workshops provided	94
Number of clients to received referral and Assessments	106
Number of clients to receive Counselling Sessions	143

TREASURER'S REPORT

This fiscal year 2022 – 2023 was a good year after a challenging one due to the pandemic. Our cash cashflow is in good standing with the with funders positive response to OCCSC's needs. As a standard procedure, our financial records were audited by Raymond Chabot Grant Thornton for the period between April 1, 2022 – March 31, 2023.

Total revenue and grants for this fiscal year was \$3,282,862 compared to \$3,618,217 in the previous year. This represents a reduction of \$335,355. OCCSC saw an increase in our grants from federal institutions, particularly employment and social development. There is a discontinuation of funding for IT and accounting from the provincial level, and economic development fund in the municipal level. We will continue to address the changing needs of newcomers and develop strategy proposals to address these needs. In providing on-line services, we can serve more clients with less expenses.

OCCSC did not have a gala fundraising dinner for this year. OCCSC diversified its fee-for-service offerings and raised additional income this fiscal year.

Table 1: Revenue

Sources of Revenue	Apr.1,2022– Mar.31,2023 Amount (\$)	Apr.1,2021– Mar.31,2022 Amount (\$)
Federal Government: Immigration, Refugees and Citizenship Canada	1,991,778	2,135,566
Federal Government: LASI World Skills Inc.,	878,578	533,517
Provincial Government: Newcomer Settlement Program, Pay Equity and Lighthouse Labs	112,355	578,884
Municipal Government: Community Fund from City of Ottawa	85,967	175,703
Community Sector: Jewish Family Services, Somerset West Community Health Center	73,842	73,492
Other Income: Tuition Fees, Donations and Fundraising, Interest, Membership, User Fees and Miscellaneous	140,342	121,055
Total Revenue	3,282,862	3,618,217

TREASURER'S REPORT

Expenses were \$3,624,768 in 2021-2022 and reduced to \$3,226,388. This shift reflects the changes made to the organization as a result of the funding cuts to our programs and projects. Funding cuts resulted to the decrease of all expenses. Travel expense increased in the report because the regular monthly parking was separated from the rent invoice.

As a result, retained earnings, (Net Revenue) this year is \$56,474. To further continue surplus for the organization, the finance committee continues to look for investment opportunities.

Table 2: Expenditures

Nature of Expenditures	Apr.1, 2022- Mar.31,2023 Amount (\$)	Apr.1, 2021- Mar.31,2022 Amount (\$)
Advertising and community relations	5,573	19,387
AGM expenses, fundraising and membership	2,346	13,399
Consulting and professional fees	13,686	160,895
Office equipment	0	0
Office and general expenses	91,738	96,162
Rent and utilities	329,583	336,572
Salaries and benefits including pay equity	2,579,263	2,746,103
Communication/Telephone	45,300	55,130
Training	100,430	155,848
Travel	29,827	1,219
Other expenses (e.g. Insurance, postage, maintenance, miscellaneous)	28,642	40,053
Total Expenditure	3,226,388	3,624,768
Net Revenue	56,474	(6,551)

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 to better 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.

We have appointed Raymond Chabot Grant Thornton LLP to audit our financial statements for the fiscal year ending March 31, 2023. With the assistance of our Executive Director, Sharon Kan, and our Accounting Officer, Escolastica Unira, the audit was completed in September and is available to anyone interested.

Escolastica Unira,
Manager, Finance

Board of Directors for the annual reporting period April 1, 2022 – March 31, 2023

(Alphabetical order according to Surname)

- Hilda Chow – Vice President
- Julie Gao - Treasurer
- Allana Krolak –Lee – Director
- Yufei Luo – Director
- Rudi Mangulabnan – Director
- Robert Parungao – President
- Thai Long Tran – Director
- Phung Vuong – Director
- Riven Zhang – Director
- Sally Zhang – Secretary





ANNUAL REPORT 2022-2023



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