YEAR IN REVIEW

Centre for Education & Training™
The Power of Change. The Passion for Growth.

2016
MISSION
Our professional team will provide the appropriate resources, skills and opportunities which empower people to achieve their potential.

VISION
We will be recognized as the leader in delivering employment, settlement and language services in the communities we serve.

BACKGROUND
Centre for Education & Training (TCET) was incorporated as a not-for-profit corporation in 1996 under the legal name Quality Continuous Improvement Centre for Community Education and Training (QCICCET). It is managed by a Board of Directors working in accordance with established laws for not-for-profit organizations. In 2016 TCET developed and operated programs with funding from a variety of government sources, private corporations and individual fee payers.
MESSAGE FROM CHIEF EXECUTIVE OFFICER

I was taught at a very young age “to lead is to serve”. Often, CEOs believe once they have reached the C-suite the organization is at their disposal. But in truth it is just the opposite. As CEO of TCET, I recognize my duty (and honour) is to be at the disposal of our employees. My first and most important question must be “how can I help/serve you?” If I fail in adopting such a “servant leadership attitude” how can I expect those same employees to ask the same question of the approximately 100,000 clients TCET welcomes to its ten GTA locations on an annual basis. The answer is simple: I cannot.

The heart of TCET is its propensity to help others. While we are obligated to responsibly manage a financially successful organization, which we do, the numbers do not reflect the real difference that is made in the lives of so many. This is what is so strikingly different about TCET.

Rhoda (not her real name) arrived in Canada from the Philippines several years ago, separated from her immediate family. But the sacrifice was driven by a determination to find and create a better opportunity for her four children. After five years had passed, her two teenagers and twin twelve year old boys arrived in Toronto, at Christmas time. They shared a four bedroom house with two other families. Rhoda worked two part time jobs. Her older children immediately found several part time jobs each. TCET helped them enrol in English classes, complete paperwork to obtain child support for the twins, family health care coverage, Social Insurance registration and landed immigration status. Just five months later, this same family has their own apartment, completely furnished (donated by members of the Philippine community). Rhoda has a full time job at a delicatessen, the twins are flourishing in school and swimming classes, while the teenagers have obtained their drivers permits and studying part time to upgrade their employment skills. These are newcomers to Canada, or new Canadians whom we now consider our friends and family.

The report that follows is a brief description of the many services TCET provides. More importantly, it describes so many “Rhoda” stories where newcomers to Canada have depended on TCET to help them with language assessment, settlement and employment. Our approximate three hundred full time employees and two hundred part time and casual employees have either directly or indirectly touched the lives of literally hundreds of thousands of individuals. Even with their own personal challenges and stressors, our employees have reached out and given sacrificially to those like them who want Canada to be their home. For their continuous commitment to TCET’s mission and vision and adhering to our core values, I say a sincere and honest “thank you”.

For each and every one of our many stakeholders and partners, as listed in this report, we recognize that the work of TCET cannot be accomplished by us alone. It takes many to support just one life. But even if at the end of our journey, only one life was transformed, it will have still been worth it all since who knows what opportunity and potential will be realized by the one individual who TCET has touched.

MERV HILLIER, 
MBA, MSC HRM, CPA, FCMA, CMC, C.DIR
CHIEF EXECUTIVE OFFICER
CENTRE FOR EDUCATION & TRAINING
2016 saw the continuation of employment programs and career services across the GTA. Over **25,600 clients** were supported as they set about strengthening their employability and job search skills. Centre for Education & Training offered unique career and employment services tailored for successful outcomes. Our target groups included those having the most difficulty achieving employment. We provided clients with the encouragement and support they needed to achieve their career and employment goals. Our services provided the tools for success including job postings, recruitment assistance, job fairs, and support with wage subsidy programs. In addition, human resource services and supports were provided to over **1,000 local employers**. Our innovative employment campaigns and added-value services were recognized amongst our peers and attracted new clients and employers to our services.
Centre for Education & Training (TCET), with funding support from the Ministry of Advanced Education and Skills Development (MAESD), provides assistance to Ontarians in finding employment and training services through an integrated employment and training network.

At our six sites in Peel Region and Toronto we connect with individuals, employers and communities to achieve a workforce that is both highly educated and highly skilled. This combination creates success within the competitive world of work. In 2016, as part of its employment programming supports, TCET’s Employment Ontario (EO) Services added several new programs to its complement of services. The Youth Job Link Program assists youth between the ages of 15-29 looking for summer, part time or short term work by connecting them with employers looking to hire. In 2016, 757 youth participated in the program. To further address the unique needs of youth with multiple barriers to their employment, TCET launched the Youth Job Connect Summer program providing pre-employment training, job placement and mentoring assistance to youth between the ages of 15-29 with a focus on youth who are still in school.

TCET Employment Services provides many resources to businesses in order to meet their employment and human resource needs. Employers take advantage of no cost job postings, hiring events, training incentives and connections to prescreened qualified applicants. In 2016, 841 employers directly took advantage of wage subsidy and training supports in order to meet their staffing needs. Here are a few examples of our success!

Teleperformance has been working closely with Nishanthan and the team at [TCET] for almost 2 years now. They have provided us with not only great candidates but great services that include job fairs, prescreening of candidates and pretesting candidates. They are very accommodating to our ever changing schedule and recruitment needs. They are very proactive in assisting us with our resume/candidate pools and can also be counted on in last minute requests for candidates. We are looking forward to many more years of a successful working relationship.

SUSAN BOWMAN
DIRECTOR, RECRUITING

TELEPERFORMANCE CANADA
[TCET] has been instrumental in assisting Paragon to find qualified candidates to work for us. The job fairs and information sessions that they host always provide us with suitable candidates.

CHRIS ECCLESTON
HR RECRUITER
PARAGON SECURITY

It has been a wonderful experience working with [TCET]. My company and staff have benefited immensely from your programs. I consider your organization, especially your well trained staff, as partners in progress.

DARREN NYMAN
PRESIDENT
NYMAN ENTERPRISES LTD. (TIM HORTONS)

[TCET] has helped me by finding qualified candidates for our expanding workforce. One thing I like about our partnership with TCET is the quick and efficient response from their representatives with respect to our hiring needs, they have provided us with excellent service in a timely manner.

PRIYA THARMALINGAM
HR ADMINISTRATOR
VAN DER GRAAF INC.
[TCET] has been a valuable partner to Topper Linen and Uniform Service in terms of providing qualified applicants for positions we’re looking to fill. The staff are very professional and respond quickly to their employers-partners.

GINA CAJUCOM, CHRL PHR
HR CONSULTANT

[TCET] was instrumental for BIMM in bolstering our employee training programs. Staff are incredibly helpful and accommodating to our needs. We look forward to working with them again for the foreseeable future.

KIM NG

TOPPER LINEN SUPPLY LIMITED

BIMM
SPECIALIZED EMPLOYMENT PROGRAMS AND SERVICES

2016 was another growth year for the unique training programs and services offered to newcomers and youth within our communities.

Programs and funders included:

» **Career Coach** (Immigration, Refugees and Citizenship Canada)

» **Next Steps for Youth and Bridges to Employment** (Toronto Employment and Social Services)

» **Employability Skills for Youth Programs Peel, Toronto and Durham** (Service Canada)

» **Focus to Employment** (Region of Peel)

» **Experience Ontario** (Ministry of Education)

» **Youth Arts Initiative** (in partnership with United Achievers supported by the Trillium Foundation)

» **Preparing to Work in Canada** (PrepCan)

The **Career Coach** reached over 540 newcomers through one-on-one employment counselling as well as through various workshops within the community. The mobile unit travelled to under-served areas, provided outreach, and encouraged youth and newcomers to “walk-in” for friendly and supportive service. This year, with the influx of Syrian refugees into the Peel/Halton Region, the Career Coach offered some unique one-to-one and group workshop assistance to help Syrian refugees.

In partnership with Toronto Employment and Social Services, TCET provides the specialized **Next Steps for Youth** and **Bridges to Employment** programs for Ontario Works clients. Assessment and customized action plans were developed and support was provided for 136 youth and newcomers who learned about labour market expectations in their areas of interest.

**RAZAN S. CAREER COACH CLIENT**

Razan S., a privately sponsored refugee from Syria is a nurse by profession. She accessed the Career Coach services to receive assistance in having her credentials assessed. Razan had a very complicated situation, her place of work and post-secondary institution were destroyed due to civil war. Career Coach Staff conducted a needs assessment with Razan, and then contacted the National Nursing Assessment Service and The College of Nurses of Ontario (CNO) on her behalf. After much dialogue with the two organizations, and through additional advocacy from the Career Coach, it was agreed that Razan’s credentials will be assessed based on the documents she has in her possession. Razan is now able to apply without CNO receiving an official transcript from the post-secondary institution she attended. The Coach encouraged Razan to enroll in English class and to volunteer at a hospital to improve her chance of getting a job as a nurse when she becomes certified.

“[Staff] thanks for all your effort. We did not know where to start. Now I am clear on my career path in Canada.”
The Next Steps Program has helped me in many ways. It has helped me integrate into the Canadian society as coming from a foreign land it had been difficult for me to find a job and I also had trouble getting into school as I did not know how the education system worked here. Not only did this program help me get a job and an education, but it has also helped me pick a career path through the tests and assessments that we took during the course of the program. I have also learnt important life skills such as budgeting, how to write a resume, and how to prepare for a job interview. This program has helped me change my life.

FERID B.
NEXT STEPS CLIENT

I’m doing networking every day, and it feels like you are there with me coach! Thanks for the life skills you taught me in class, I feel very confident in myself. I have three exams, and I will aim for the 100% or very close to that. After learning about motivation, perseverance and hungering after goals, I feel like there are no more failures, but trials that we need to go through only to get better at what we do.

Thank you so much coach for helping me out of depression after my first career. I know how to face my challenges to move forward thanks to your program,
Bridges to Employment Program

DAVID Z.
BRIDGES TO EMPLOYMENT CLIENT
2016 marked the continuation of the **Focus to Employment** Program. This program is designed to assist clients in receipt of social assistance to obtain skills, motivation and on-going support to find employment. Funded by the Region of Peel, the program involves clients attending a 2 week pre-employment workshop followed by 6 months of ongoing support to enable them to become self-sufficient and maintain their employment. In 2016 the program served 177 clients.

In the spring of 2016 we began to deliver the second year of the **Experience Ontario** Pilot Program. The program assists recent high school graduates in West Toronto to move on to post-secondary education. Through career exploration, participants are matched to subsidized experiential placements with local employers. With the support of their Career Coach, they are able to explore their post-secondary pathways and meet labour market needs. The program is part of the Ontario Government’s plan to support a highly skilled workforce. 71 participants were referred to the program and 28 participants applied for either university or college.

The **Youth Arts Initiative** provided over 30 youth in Peel Region with an opportunity to gain life skills and specialized skills and experience in the arts. These 16 to 24 year-olds participated in dance, disc jockey, multimedia, and stage décor activities in preparation for a final showcase event.
The EMPLOYABILITY SKILLS FOR YOUTH (ES4Y) program, funded by Service Canada began in the summer of 2016 to provide group based employability and work place experiences to youth with multiple barriers to their employment. Located in Peel, Toronto and Durham, the program provides a stipend for youth while they attend the in-class session, followed by a paid placement in area of their career interest. In 2016, 183 youth participated in the program.

Jesiah was a high school dropout who had big dreams but no direction. He went from one job to another with zero stability. ES4Y assisted Jesiah with developing some life and employment readiness skills, as well as encouraging Jesiah to return to school to get his GED so that he can work towards his dreams. Jesiah is currently working, after an 8 week placement in a restaurant. He has moved from a dishwashing job to assisting the cook with food preparation.

“It has helped me find various skills I possess, and it’s helped me build a better resume, and better personality as a person. I’ve met very friendly people just like myself, and we built a kind of relationship as a team every time we come in the morning. As the last day comes closer and closer faster and faster, I just want to say it’s been a really great experience, that it helped me wake up every day and attend.”

Samantha has a Bachelor of Arts in Radio and Television studies and has been trying to break into the film and television industry since 2014. She struggled to find stable employment and her most recent experience was as a barista at Starbucks. After participating in the program, Samantha learned new skills and built confidence to approach companies in her industry. She is currently working in an entry level placement as an Administrator with an animation company, called Tangent Animation and she couldn’t be happier.

“This program has kept me very busy. Even though I always tried to stay positive, now that I am thinking more clearly I feel like I can set and achieve my goals. Thanks to [staff] my job search now includes in-person visits, cold calling: following up and whole lot more confidence. I couldn’t have done it without the both of you.”
Aarti recently immigrated to Canada. Having been here for less than six months, when Aarti entered the program she was unsure of how to navigate her job search and felt that she lacked the proper skills to be able to communicate well with employers. By the end of the program, Aarti secured employment in Information Technology, which is her field of education.

“My name is Aarti and I am a proud student of the youth program...before joining the program, I was confused and not able to decide the right career for me. I had a low confidence level and a fear of speaking in public. Now I have planned what I need to do next to achieve my short term as well as long term career goals.”

Brenan has a background in Graphic Design but has not been able to secure employment in his field and his expenses were starting to build up. Brenan decided to join ES4Y to get some help with finding a more stable job. In the program Brennan developed new skills and developed his job search tools towards more effective job search techniques. Brenan landed a placement as a Customer Service Representative with The Group Solutions. Pleased by his performance, the employer hired him full-time.

“For sure TCET is one of the best places I have participated in learning. During my time at the Employability Skills for Youth Program, [staff] helped me develop valuable skills that gave me the ability to achieve a great full time job. Now I have been working in an office where I can help my parents out with the bills. Since then, they have been willing to give me guidance along the way to help me improve my quality of work. I am so thankful for having the opportunity to learn from [staff].”
NEWCOMER SERVICES
Providing newcomers with timely support to help them to settle into their new communities is critical to their successful integration. Centre for Education & Training assisted over 13,000 newcomers through its on-line pre-arrival services and in-person information and referral services and programming. TCET newcomer services included individual assessments and referrals, information on settlement topics and resources, language assessments and training, pre-employment and employment related activities and services as well as meeting the social and inclusion needs of newcomers. While the majority of services were offered in person at one of our one-stop service sites, our growth in delivering online services allowed for clients outside of Canada to receive the service and support that they need for their successful integration. TCET is the expert in providing the most up-to-date information and referrals for our newcomer clients to ensure they are empowered to make informed decisions about their settlement, employment and recreational needs.
Newcomer Information Centres (NIC) are funded by Immigration, Refugees and Citizenship Canada to provide information and referral services to newcomers.

The aim of the NICs is to meet the immediate, short term requests of newcomers through the provision of accurate and pertinent information to ensure clients can access the services for which they are eligible. The NICs provide information that includes, but is not limited to, employment, language training, health care, housing, legal and social services, recreation and finance. At all five sites, clients have access to a self-directed resource centre and Commissioner of Oaths services.

In 2016 NIC’s focus was on assisting Syrian refugees and supporting them with their immediate settlement needs. The clients received customized one-on-one support as well as had an opportunity to participate in series of group sessions that were delivered in their native languages. Some of the topics included Financial Literacy, Personal Income Tax, Preparing for First Canadian Winter, Adapting to Canadian Culture, Shopping Tips and Consumer Rights. Over 700 Syrian clients were assisted at our onsite and offsite locations.

12,091 newcomer clients visited our information and referral centres for one-to-one counselling

25,879 newcomer client visits were recorded to access self-directed resources such as printed materials, computers, fax, scanners, and internet

25,611 documents were certified by Commissioners of Oaths for 5,813 clients

Care for Newcomer Children (CNC) was provided for 3,670 child visits

9,428 newcomers participated in a wide variety of settlement-related information sessions

1,796 clients were assisted by itinerant information counsellors working from 16 off-site locations

20 special activities such as Canada Day Celebrations, Client Appreciation Day, Family Day Celebration and Women’s International Day were organized to engage newcomers in social networking and to familiarize them with Canadian culture.

Newcomer Information Centre staff participated in over 90 professional development opportunities to enhance their knowledge and skills.
Ahmad, a Syrian newcomer client was referred by a friend who had previously accessed NIC and ES services at the Sussex Centre location. Prior to his visit, the client was feeling confused as to which direction to go in terms of his career. As a newcomer, he was excited to receive important relevant additional information regarding his settlement and career advancement. On his first visit, NIC staff provided information and referral resources that were necessary for his settlement and employment needs, including driver’s license information, a list of libraries, and other resources in the community. The NIC staff assisted Ahmad with resources and information for resume writing, labour market information and English language training programs. A direct referral to the TCET Employment Ontario Services, Youth Job Link (YJL) program, gave Ahmad access to employers with job opportunities. After enrolling with YJL, through Employment Services and with a new professional resume Ahmad was referred to a job fair and as a result found employment. Ahmad was thankful for the assistance of the NIC staff who provided him with the information and referrals he needed to find his career success.

Zaidoon & Meena, a Syrian couple who recently moved from the U.S. to Canada came to the NIC Sussex Centre seeking guidance and support as they were at risk of losing Ontario Works supports. The information required was confusing to the couple and there were struggling with providing sufficient financial information required by Ontario Works. A NIC counsellor was able to guide the clients and provide them with information on how to gather the information required to continue receiving the financial support that was needed by them to cover their basic needs. Within one week their issue was resolved and they were able to continue receiving the financial support. The clients continue accessing NIC services for other settlement related supports and as a result, they are eligible for further settlement assistance.
2016 saw the Preparing to Work in Canada program get into full swing with a hard launch of the newly-developed website in February 2016, along with the addition of 2 new staff members.

PrepCan (www.prepcan.ca) offers pre-arrival employment services for immigrants to Canada while they are still in their home country. This invaluable resource, available 24/7, provides newcomers with information on the accreditation process, interview tips, resume assistance, instructional webinars and videos, and one-on-one sessions with experienced employment consultants for a customized pre-arrival action plan. In 2016, 485 clients from 30 different countries were assisted through the PrepCan program.

Our clients say it best!

“Zaid (PREPCAN CLIENT)"

Your webinars were impactful because it utilized three things: The sessions were topic-specific, they were rich with multimedia elements which further helped in absorbing the intended message, and it employed personal stories & real cases. I found the webinars eye openers and in my mind it is a must to see for new immigrants. Keep up the fantastic efforts!

And with your mock interview specifically I can say that it is typical for a person to feel overconfident in performing well in interviews but in reality things might follow different routes. Performing well in a completely new environment like Canada for newcomers multiplies the challenge. Thanks to the mock interview session it was possible for me to have a reality check with enthusiastic peers & a supportive consultant who’s experienced in the Canadian market.

Thanks also for the Prezi link and the job search demo you did for me. It neatly summarized the whole job search plan. Prezi platform makes it so easy to embed multimedia components in the slideshow for the viewer without much of clicking or leaving the platform, a seamless experience really.

I can’t thank you enough for your kind support & for being so helpful, much appreciated ☺️
It is a very good process and it keeps me focused on actions that will lead to successful employment within short period of arrival. The program helps move the preparation for securing job in Canada to front end to utilize the time in country of residence to prepare for work in Canada instead of doing those preparation activities after arrival. This will have positive impact on financial planning as it will enable shorter time looking for Job in Canada which will have no income.

I also would like to mention that this process enabled me to focus on relevant electronic resources available for newcomers looking for jobs in Ontario. And this save me time and effort and help me concentrate on the right information that I need to read and understand in relation to my target occupation and employment area.

I am expecting a positive impact as I now know where to look for info and services and what it takes to get a suitable job in Canada also I am now aware of the work culture and resume layout preferred by Canadian employers. This will save time and made me prepared when I apply for job openings in Canada and that will increase my success chances to land a suitable job.

"DHEYAA (PREPCAN CLIENT)"

I am really GREATFUL, to your entire team, who took part in easing my journey to Canada. There were lots of queries and confusions, all of which got sorted because of your support. As a new immigrant, whatever questions I had was promptly taken care by your team, also I came to know about a few stuffs like free Language training centres, which I was totally unaware. I am flying to Canada on 3rd June and I am totally tension free only because of PrepCan. Thank you very Much.

"DEEP (PREPCAN CLIENT)"
SENIORES’ CIRCLES PROJECT

In 2016 Centre for Education & Training received funding from Ontario Ministry of Citizenship and Immigration to deliver the Seniors’ Circles project under the Seniors Community Grant Program. Through the project seniors had an opportunity to participate in various sessions and events. They benefited from friendships, mutual support and in case of newcomer seniors they had an opportunity to interact with their neighbours and other local community members, making the transition to their new home less traumatic and lonely. At each of our five Newcomer Information Centres, seniors participated in various activities. They enjoyed interacting with each other and found the Seniors’ Circles workshops and information sessions very interesting and valuable. Overall, 25 information sessions and 10 events were held throughout the year and over 700 senior participants benefited from the program.
Every so often, you hold “Lunch and Learn” sessions on a variety of topics of interest to the seniors in the community. Being a “senior” myself, I like to sit in during these sessions not only for personal knowledge, but also to see if I can help supplement the information gained during the lectures when the participants return to our technology tutoring classes. Your “Lunch and Learn” sessions have been very interesting, and quite relevant to the people who attend them. Subjects such as budgeting, vacationing, health topics and the like are of great interest to seniors, and I hope that you will continue to hold these sessions on a regular basis. Thank you very much for holding these sessions and for allowing me to attend them.
LANGUAGE ASSESSMENT & TRAINING
For many newcomers to Canada and other immigrants who are not yet fluent in English or French, learning one of the country’s official languages is essential for succeeding in the community, educational institutions, and the workplace. Our language services provide that first important step: a language assessment and referral to English or French classes. For those just planning to come to Canada or wishing to practice their skills, an online self-assessment provides a good start and valuable links and resources. Language learners across Canada are not always able to attend in-person language classes so our distance education programs, LINC Home Study and Online English, are important options leading to success. Finally, our interpretation and translation service enables effective communication and documentation when these services are required for medical, legal, employment, or other purposes. We provided cheerful and professional service to over 51,000 individuals in 2016.

Some of our many projects have been designed to support over 250 language service providers in their efforts to provide high-quality client service. We continue provision of Ontario-wide, language service supports including referral, data tracking and analysis through our HARTs database. Our language assessor and teacher training includes assessment tool training, efficient online refresher sessions, workshops and webinars. We facilitate meetings and contribute to policy and planning on local, provincial and national committees. We are always pleased to support others’ success in making our communities flourish.
LANGUAGE ASSESSMENT SERVICES

The entry point for free English or French language training for immigrants to Canada is a language assessment and referral to class.

TCET has been assessing in Peel and Halton Regions for over 20 years and in York Region for 6 years. Our assessors provide a friendly welcome; assess English or French skills in listening, speaking, reading and writing; and make referrals to language classes to best meet client needs. In 2016, we provided 14,920 assessments in Peel and Halton and administered 8,980 assessments in York and Durham for a total of 23,900 assessments.

The Coordinated Language Assessment and Referral System (CLARS) continued across Ontario. Co-funded by Immigration, Refugees and Citizenship Canada (IRCC) and the Ontario Ministry of Citizenship and Immigration (MCI), our language assessment services are designed to provide one point of entry to all funded language training for newcomers and immigrants. Our organization continues to provide exceptional service and support to both clients and language training providers.

In Peel and Halton our core 5 assessment locations are co-located with our Newcomer Information Centres and in many cases, Employment Services. This enables one-stop service for many immigrants. It is particularly helpful that in 2 sites, child-minding services are available for parents attending an assessment. Also at 2 sites, Community Door partnerships enable access to many other on-site services.

With one stand-alone assessment site in Richmond Hill, we also have weekly appointments scheduled in all of the 5 Welcome Centres in York Region and 2 Welcome Centres in Durham Region. Additionally, we provide assessments in several more remote areas. Accessibility is key for many newcomers and the advantage of using different services in one location is a true benefit.

Centre for Education & Training continued to support language training providers in the coordination and sharing of best practices in all of our services areas. This included hosting and coordinating language partnership meetings, providing agendas and minutes, and assisting with overall communication.
Demographic and statistical reports were prepared and shared with the committees for planning purposes, and marketing initiatives were conducted to promote language assessment and training services. We continue to support a partnership website with schedules, flyers, resources, archived materials, and more.

**HIGHLIGHTS**

Language Assessment Centre staff assisted community efforts to support Syrian refugees by providing a warm welcome and timely assessment and referral to enable them to begin learning one of Canada’s official languages. This past year we expanded itinerant assessment services in Mississauga to include assessments at a local hotel providing temporary housing to refugees from Syria and other countries.

Among outreach initiatives, the Peel Halton language partner website, www.languagepeelhalton.ca, continued to be enhanced, making it more accessible to new Canadians and language partners. We also continued to expand our social media presence on Twitter, Facebook and LinkedIn.

Considerable outreach was conducted in all of our areas, educating service providers and community groups on the services available and process involved.

York, Simcoe, and Durham language assessment services joined social media in June 2016. Since then, we have had over 6000 tweets and impressions on Twitter and over 500 Facebook engagements and reaches.
After spending a few years in a refugee camp overseas, a couple from Syria arrived in Mississauga and visited our centre for assistance in learning English. The husband was an engineer and the wife a homemaker. Both needed to find a language class close to their new home in Mississauga that also provided childcare assistance for their 4 small children. The Language Assessor, assessed their language skills and then provided appropriate language training options that would meet both their learning and family needs. They were very happy to receive class placements shortly after arriving to their new home as a result of our services.

Another client who arrived in Canada as a teenager had immediately started working. Then he was injured on the job and became very concerned that he would not be able to work any longer due to his injury. He had an elementary education from Italy, and although his listening and speaking were quite strong he struggled with reading and writing. He was a little embarrassed at the result of his assessment but was surprised to see so many different class options near his home that he could attend in order to improve. He was given a list of several suitable courses that matched his needs, and abilities.

A client from Afghanistan had only been allowed to go to a school for girls to learn housework and speaking skills. Her education ended when her school was burned down. Her husband referred her to our language assessment centre in Richmond Hill and encouraged her to get an education. She was excited to learn about literacy classes and stated through an interpreter that she hopes to one day get a high school certificate so she can better help her future children. She was referred to class and started within a week.

A client, who had an injury 3 years ago, was left with physical and speech disabilities. He wanted to return to English classes to be retrained for employment in the future. He is a low-income client and was thankful that we could refer him to free classes in a wheel-chair accessible building near his home. He was surprised to find such supports for people with physical disabilities and was extremely happy to get help.

A client who had been in Canada less than a month was referred for an assessment so he could join an advanced or occupation-specific language training class. He was assessed at a high level and given options for appropriate classes. He was extremely happy to receive the class referrals as well as settlement and employment information all within 3 weeks of arriving in Canada. He expressed his appreciation for the opportunity for language upgrading leading to future employment.
The assessor was so kind and patient and really care about helping me. I’m so grateful for her help. It is good place for me to feel safe and welcome.

I liked this assessment centre. I liked my assessor so much, she was very nice, friendly and helpful.

I appreciate from your good service. The assessor was very friendly and her comments were very good.

The service of this centre is excellent from all points. Even atmosphere inside the centre is also very good.

My language assessor was very professional and welcoming.

Thanks so much for the service. It feel comfortable and confident. The assessor is the best for me, friendly and patient.
TCET continued to support and further enhance the web-based Canadian Language Benchmarks – Online Self-Assessment (CLB-OSA) and Niveaux de compétence linguistique canadiens - Autoévaluation en ligne (NCLC-AEL).

These online self-assessment tools provide newcomers and potential immigrants with the opportunity to understand their level of English and French language skills and how these will impact their education and employment prospects in Canada. The Centre for Canadian Language Benchmarks (in Ottawa) partners with TCET to support the French language assessment tool. Building on the core IRCC-funded project, the Ontario Ministry of Citizenship and Immigration (MCI) contributed funds for the enhancement of the system and features for the period 2016-2018.

24,434 immigrants and potential immigrants from around the world utilized the online assessments in 2016

**HIGHLIGHTS**

A presentation on CLB-OSA and NCLC-AEL was given at the Alberta Assessor Symposium in Calgary and the tools were exhibited and questions answered at the TESL Ontario conference. ESL teachers, assessors, students and representatives of newcomer and immigration services were updated about the tools’ features and benefits.

The OSA platform was updated to be accessible from most Internet browsers, operating systems, and mobile devices.

A new feature will allow Ontario residents to send their assessment results directly to an MCI-funded language training provider for some designated courses.

A new web analytics system has been installed to track data.

New resources and promotional materials are being further created.
LINC HOME STUDY – ONTARIO

Language Instruction for Newcomers to Canada (LINC) is an English language training program funded by Immigration, Refugees and Citizenship Canada (IRCC). LINC Home Study (LHS) is a free distance education option for adult newcomers to Canada who cannot attend LINC classes in person.

Through our administrative team and over 70 distance instructors, we provide instruction, support and materials to help students improve their English skills in listening, speaking, reading and writing. Students study independently and have the choice of completing the program either online (using a computer with Internet access) or offline (using books and CDs). Each student is contacted by a TESL-certified instructor via telephone or VoIP for weekly one-on-one lessons. In 2016, 1,952 students from across Ontario participated in the LHS Ontario program.

99% of students stated that the LHS Program helped them reach their language goals

Additional Program Features for Students:
» Additional Conversation Classes - 45 minutes of additional conversation practice each week by phone/VOIP
» Virtual Conversation Classes - 1 hour long, group conversation classes in a virtual classroom
» Write@Home - Quarterly publication of LHS student writing
» Help videos and online group orientation sessions to assist students to access the learning management system

Additional Program Features for Instructors:
» Bits and Bytes – Virtual workshops showcasing instructional technology
» Virtual Cafes – Virtual meet-ups for instructors to connect and discuss topics of their own choice
» Annual Professional Development Event – Full-day workshop
» EDULINC – Quarterly publication of information for and about LHS instructors
My family and I arrived to Canada in September 2012, Immigrant services recommend me to join the LINC Home study program, after doing a language test. I needed that to start a new life in Canada. A good communication is essential in everyday life. Thanks a lot to LINC Home study program, my English today depends on this program. I have learned not just the language but way of living in Canada, how to do an interview, how to respond to a letter and even, to write a formal email and many other important things to adjust my new life. I started from zero, but I have improved my skills: listening, writing, and speaking. The program is very helpful, but I need more practice, it depends on me. Practice makes perfect.

I am very lucky, my teacher is very nice, and she has worked hard with me. She has been very patience and give lots of exercises to improve the language.
LINC HOME STUDY – CANADA

LINC Home Study Canada (LHS Canada) provides English language education at a distance to newcomers outside of Ontario.

In 2016, 1,099 newcomers in 8 provinces and 2 territories were served (Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, Saskatchewan, Northwest Territory and Yukon Territory). The number of students served increased by 7% over last year.

Our program provides two models to support the varying needs of the provinces and local communities. We provide the infrastructure (administration, learning management system, curriculum, and support) in all regions, and we either provide the instructors, or work with provincial language training organizations that provide the instructors working within our program framework. Our success is largely due to collaboration among funding officers and among our many partner assessment and referral agencies and language training provider organizations.

HIGHLIGHTS

LHS Canada continued to expand, serving almost 7% more clients in 2016 than in the previous calendar year.

In 2016, 1093 LHS students accessed the online lessons and 6 accessed lessons via correspondence.

49 students became Canadian Citizens during this period and 57 graduated from our highest level (CLB 8)

83% of students progressed within a 6-month period.
I started my online LINC course in 2014. At that time I lived in a small city located in a remote area in North Vancouver Island. This city is too small, there are limited education resources available. Based on this situation, my ESL teacher arranged this online LINC course for me. I believed this way was the best way I could continue my English learning.

I started my English course from level 3. My teacher, she taught me a lot of things like how to understand the Canadian culture, how to communicate with others in a wide variety of places like workplace, shopping, how to fill out a government form, etc. I would like to say these were pretty much helpful for my daily life.

I got laid-off in December 2015. For more opportunities and better education for my son, I moved to Great Vancouver. During that time, I didn’t have a job, so attending the online LINC course was the best way to cheer me up, to not feel discouraged, and it gave me a lot of skills and knowledge on how to find a new job. For example, we simulated a real life situation to learn how to have a telephone interview and an interview in person. These exercises were valuable on my job seeking road. I learned how to show my special skills, explain how useful I am for the company that I want to work for. Of course, my teacher has integrated these exercises with the modules, and I found a lot of resources in the LMS website. Getting laid-off was unfortunate, but I could feel a lot of warmth from my online LINC calls, because I knew I wasn’t fighting for life alone, LINC Home Study was always with me.

After these memorable days, I passed all level 6 tests, then I got a great job in Vancouver about 1 month ago. My new position was IT specialist, plus my boss has already promoted me to my new position of IT Manager and let me be in charge of the whole IT department. All employees in my workplace are speaking English, which is a new challenge, but I believe LINC Home Study will stay with me same as before.

I really appreciate everything my teacher and your organization did for me.
I came to Canada from Ukraine about one year ago. The first and the main challenge for me was language. I was studying English since the first form at school and then in the University. But I did not practice English for a long time and it was not easy for me to communicate with English native speakers.

I was very excited to start the Online English program. Soon my teacher contacted with me. Together we got acquainted with web site, she explained to me how to use different online opportunities and tools. I found it very comfortable. I had all the necessary tools for home education, such as vocabulary, helpful links and other. I found Online English program very helpful and interesting. Each lesson contains reading, writing, listening and grammar exercises. After each chapter I have an opportunity to check my knowledge by doing tasks. Besides my teacher gave me lots of interesting information about Canadian history, traditions, and customs. She also helped me to learn more about Saskatchewan, province where my husband and I live. I learned about Saskatchewan holidays, education, nature, traditional dishes and lots of other helpful information.
In 2016, Language Assessment Support Services (LASS) continued to deliver effective training and refresher sessions to English language assessors across Ontario on the administration of TCET’s Canadian Language Benchmarks-based assessment tools (CLBA, CLBLA, and ELTPA).

This ensured that assessors continued to obtain accurate results and make appropriate referrals to government-funded language training classes. This year, LASS organized and hosted the second series of online Ontario-wide assessors’ professional development workshops on topics related to the assessors’ roles. In addition, two online meetings for Ontario language assessment managers/coordinators were facilitated to provide information, discussion of trends, and sharing of best practices.

In 2016 LASS trained a record number of 31 assessors in the assessment tools—13 assessors more than targeted.

Updates and refinements were made to the literacy tool (CLBLA) making it easier for Ontario assessors to determine language scores as they responded to the needs of Syrian refugees and others.

Online re-calibration sessions on the literacy assessment tool, including its updates, were conducted for 44 assessors.

Password-protected electronic access to literacy assessment forms was created for assessors’ use “on demand.”

Research was conducted, assistive technologies were purchased, staff were trained, and further exploration of this functionality was pursued in order to provide information on accessibility technology for assessors working with clients with varied disabilities.
PARTICIPANT QUOTES

“I can honestly say that every aspect of the two-day training session was valuable and important for my role as a Language Assessor.”

“This is an excellent workshop in terms of the topic discussion and active participation from the audience. This workshop is very resourceful, interesting and thought-provoking. During the workshop, I reflected on my life experience, daily routines and my career development as a newcomer, an assessor and an employee in Canada.”

“Thank you very much for the facilitating the meeting! I liked having the breakout rooms with discussion points to go through - it helped start conversations.”

“This is a very good topic (intercultural sensitivity) as we have to remind ourselves of our biases, prejudices and how we react to diversity and acceptance of newcomers to the offices.”

“Thank you so much for organizing this. It was really helpful, particularly the chance to meet with other coordinators across the province/region.”

“Thank you for recognizing my tenure in language acquisition ... a reminder to my partnership in the greater picture of Canadian settlement and integration - a path many have traveled, and a path many more have yet to experience...”
NATIONAL LANGUAGE ASSESSMENT SUPPORT SERVICES

Outside of Ontario, our National LASS project provided training and support services to coordinators and assessors across Canada on TCET’s Canadian Language Benchmarks-based assessment tools. 19 assessors received training on effective processes and delivery of accurate assessment results and referrals to government-funded language training classes. This service also ensured accurate and helpful responses to questions from immigrants, assessment and training organizations, and funders.

LANGUAGE CURRICULUM SUPPORT SERVICES

Guidance and training were provided to 196 language instructors through our curriculum training and support services. Language teachers across Peel and Halton accessed professional development webinars and one-on-one support provided by our Language Curriculum Support Services Coordinator (LCSS). Later in 2016, services were expanded to include instructors from Windsor, London and Thunder Bay. Specialized webinars included: Addressing Refugee Needs in the Learning Classroom, Creating Effective Rubrics, Blended Learning, and Preparing Language Instructors to Teach Canadian Workplace Culture. The LCSS coordinator also continued to provide webinars on the new National Language Placement and Progression Guidelines. Workshop sessions were delivered online via Tutela.ca and were targeted to instructors of IRCC-funded language programs. Instructors continued to access resources at the Teachers’ Resource Library and additional online resources were listed and described on the website.
HARTS – DATABASE AND TRACKING SYSTEM

History of Assessments, Referrals and Training system (HARTs) continued to provide logistics, data collection, and analysis for Immigration, Refugees and Citizenship Canada (IRCC) and the Ontario Ministry of Citizenship and Immigration (MCI).

The system is used by language assessors benchmarking clients’ language proficiency and referring clients to English and French classes across Ontario. It is also used by language service providers to monitor and manage their intake and wait lists. Stakeholders, including IRCC and MCI, use HARTs statistical analysis for strategic planning. HARTs currently supports more than 250 organizations and 2,200 users across Ontario through training, helpdesk support, and response to requests for changes and reports. The team responded to over 30,000 requests in 2016. With a mandate to serve all providers in Ontario in both official languages, the application is available in both English and French.

The team continued to address government requirements by developing programming solutions and by training and supporting users throughout the year. Different user interfaces continued to be utilized for this year.

HIGHLIGHTS

The HARTs team continued to work closely with the iCARE team at IRCC to modify the system to ensure alignment with the national iCARE system.

HARTs hosted and conducted webinars in partnership with the iCARE team.

HARTS added many new functionalities and reporting features including “one button” reporting to allow assessment centres the ability to generate 8 different reports together in one report to send to funders.

HARTs continued to work with all stakeholders across Ontario to provide support to the language providers and funders.
CLIENT QUOTES

“GUELPH ASSESSMENT CENTRE

I would like to take this opportunity and express my deepest gratitude for your ceaseless support for all the assessors. I rely heavily on your knowledge and information and you are the source of support that I can always fall back on. You provide guidance and assistance for me and I have learned and grown in my work a lot more because of what you have taught me.

“LONDON ASSESSMENT CENTRE

You folks are all stars…..just wanted you to know that!

“YORK/SIMCOE SERVICE PROVIDER

Thanks a lot for your prompt help. I sincerely appreciate it. You are GREAT!!!!

“HAMILTON SERVICE PROVIDER

Thank you so much for your assistance and support throughout the year. I really appreciate it.
XPORTAL AND LEARNER MYPATH

The xPortal and Learner MyPath Portal (LMP) are two new initiatives funded by the Ontario Ministry of Citizenship and Immigration (MCI) beginning in 2016.

The xPortal will be used by provincially-funded Language Training Providers (LTP’s) to record and track assessments, class registration, attendance and learning outcomes for their learners in specific English, French, eLearning and Specialized Language Training (SLT) classes. These classes are not part of the regular Coordinated Language Assessment and Referral System and/or are considered “pilots”.

The xPortal is under continuous development to meet the emerging needs of Language Training Providers and MCI. The team worked closely with MCI to gather requirements for the new development and to enhance features of the xPortal before release. A temporary Learner Tool was provided to MCI in late 2016 and is being further revised to help LTPs to collect course information, learner data and learner attendance so it can be easily entered to the xPortal at a later stage.

Learner MyPath (LMP) portal will be a web-based application to enable learners in the provincial Adult Non-Credit Language Training Program with the ability to create their user accounts on LMP with unique client ID and access their transcript including initial assessment results, courses taken and progression assessment results.

Both the MCI xPortal and LMP are large and very technical applications being developed in both English and French. An online support desk will be established so that users can email the support desk and receive timely support. The xPortal project will also provide live phone support to LTP users for more immediate tasks.

HIGHLIGHTS

The team was recruited and worked closely with MCI to gather and understand the requirements to prioritize tasks.

The Learner MyPath portal design and its desired features were presented to MCI for their review and feedback.

The team successfully input the course and learner data collected manually by the LTP’s for the school year 2015/16, generated reports from the xPortal and delivered them to MCI.
TRANSLATION AND INTERPRETATION

The Translation and Interpretation department coordinates, executes and delivers written translation services including an array of projects from concept to document preparation.

In 2016 we served a wide variety of public and government organizations including:

» Workplace Safety Insurance Board of Ontario
» Region of Peel
» William Osler Health Centre / Etobicoke General Hospital
» Developmental Services Ontario
» Bridgepoint Hospital
» York Region District School Board
» Ontario Works - Guelph
» Regional Diversity Roundtable
» Right Management
» Rumanek & Company Ltd
» Newcomer Information Centre
» Allevio Health Centre

The department also provided an increased volume of in-person and remote interpretation services assisting immigrants with timely access to health, education and legal services.

INTERPRETATION SERVICES HIGHLIGHTS

2,100 hours of service were provided in a medical environment

Over 760 hours of interpretations were completed for workplace safety and insurance matters

13 corporate clients received interpretation services at multiple locations across the GTA

TRANSLATION SERVICES HIGHLIGHTS

Over 400,000 words were translated in business translation projects

Our Translation and Interpretation department is certified through:

» the Canadian General Standards Board and Standard Council of Canada (Standard Certificate of Translation Services)
» Language Industry Certification System (LICS) as a Community Interpreting Service Provider (CISP).
We Are:

a proud member of:

» Association de l’industrie de la langue/Language Industry Association (AILIA)

» Healthcare Interpretation Network (HIN)

and a sponsor of:

» Association of Professional Language Interpreters (APLI)

In addition to these translation and interpretation services, we continued to offer a Core Interpreter Training Program based on the Ontario Ministry of Citizenship and Immigration (MCI) Core Language Interpreter Training Curriculum. This training consists of 85 hours of in-depth practical and theoretical training in community interpreting, with a focus on education, health, immigration and settlement services. We also administered the Language Proficiency Test (developed in Ottawa) to evaluate an interpreter’s language and interpretation skills. This test is supported by MCI and is widely accepted as an appropriate assessment tool for testing proficiency in English and the candidate’s other language.
IN THE COMMUNITY
In 2016 our staff engaged in various team spirit activities enhancing collaboration and community engagement. Activities like “Casual Fridays for Charity” resulted in providing backpack sets with school supplies for children of Syrian newcomer families, and supported less-fortunate persons throughout the cold months with winter clothing. The Thanksgiving Food Drive raised over $500 and 200 lbs. of non-perishable food for 8 food banks/community agencies across Peel, Halton, York, Toronto.

Some of our employees continued the spirit of giving back to the community outside of the organization: volunteering with the Mississauga Food Bank at the #OneBagChallenge food drive, held at the Mississauga Fire & Emergency Services headquarters and sponsored by the City of Mississauga and Rabba Fine Foods, October 2016.
OUR PARTNERSHIPS

519 -Hola
Access Employment
Afghan Women's Organization
Ajax Community Centre
Ajax Public Library
AIRS - Inform Canada
Albion Neighbourhood Services
Arch Bishop Romero School
Ascension of Our Lord School
Associated Youth Services (RAIN Program)
Association de l'industrie de la langue/
Language Industry Association.
Association for New Canadians, NL
Aurora College, NWT
AWIC Community & Social Services
Big Brothers and Big Sisters of Peel
Bow Valley College, AB
Bradford West Gwillimbury Public Library
Bramalea Secondary School
Brampton Board of Trade
Brampton Centennial Secondary School
Brampton Implementation Network
Brampton Libraries
Brampton Mayor's Youth Team
Brampton Multicultural Community Centre
Brampton Small Business Enterprise Centre
Brampton Springdale Network
Brampton Transit
Brands for Canada
Brian J Flemming Secondary School
Building Healthy Communities Network –
Region of Peel
Business Education College
Buton House
CAA Don Mills
Calgary Immigrant Educational Society, AB
Caledon Community Services
canadavisa.com
Canadian Centre for Victims of Torture
Canadian Institute of Management and
Technology (CMIT)
Canadian Mental Health Association
Career Foundations
Carlton Trail Regional College, SK
Castlebrook Secondary School
Catholic Crosscultural Services
CCE Red Hill Learning Centre, Hamilton
Centennial College
Central Alberta Refugee Effort, AB
Central Neighbourhood House
Central Vancouver Island Multicultural
Society, BC
Centre for Canadian Language Benchmarks
Centre for Immigrant & Community Services
Centre for Security Training & Management
Inc
Centre for Skills Development and Training
Child and Youth Engagement Brampton
Chilliwack Community Services, BC
Chinese Association of Mississauga
City Adult Learning Centre
City of Refuge
Coalition for Persons with Disabilities - Peel, Halton, Dufferin
College Boreal
Community Door (Mississauga & Brampton)
Community Matters
Conflict Resolution Services
Condor Immigration Solutions
Cornerstone Group Home
Correctional Office
Correctional Service of Canada (Downtown
Toronto Parole Office)
COSTI
Cowichan Valley Intercultural and Immigrant
Aid Society, BC
Credit Canada
Credit Counselling Services of Canada
Cumberland Regional College, SK
David Suzuki Secondary School
Dixie Bloor Neighbourhood Centre
Dixon Hall
Dookh Nivaaran Gurdwara Sahib
Don Mills Library
Don Valley Employment Solutions
Downtown Toronto Employment Partnership
Dufferin-Peel Catholic District School Board
Dunbarton Fairport United Church
Durham Adult Learning Centre
Durham Catholic District School Board
Durham County Library
Durham District School Board - Continuing
Education
Durham Region Language Training
Partnership Committee
Durham Region Unemployed Help Centre
Eclypse Youth Centre
Elder Technology Assistance Group (Miss
& Br)
Elizabeth Fry - Toronto
English Online Inc., MB
Faith Family Church
Family Services of Peel
Find Help
First Work Central Region
Fred Victor
George Brown College
Georgian College
Global Experience Ontario
Golden Mile Employment & Social Services
Great Plains College, SK
Gurdwara Sikh Sangad Brampton
Halifax Regional School Board, NS
Halton Catholic District School Board
Halton ESINC Planning Group
Halton Industry and Education Council
Halton Newcomer Strategy Group: Steering
and Service Coordination Working Groups
HealthForceOntario
Humber College
Immigrant & Multicultural Services Society
of Prince George, BC
Immigrant Language and Vocational
Assessment Referral Centre, AB
Immigrant Services Association of Nova
Scotia, NS
Immigrant Settlement and Integration
Services, NS
Indus Community Services
Inter-Cultural Association of Greater
Victoria, BC
International Women of Saskatoon Inc., SK
Japanese Social Services
Jewish Immigrant Aid Services
Jewish Vocational Services
Job Skills
JobStart
John Howard Society Durham
John Howard Society - Peel, Halton, Dufferin
Judith Nyman Secondary School
Karen Ziemann Consulting, AB
Knights Table
Labour Education Centre
Language Assessment Services of Nova
Scotia (LASNS)
Learning Disability of Toronto
Legal Aid Ontario
Centre for Education & Training achieved the following results over the 2016 year:

- **Provided services to over 90,400 individuals and 1,522 organizations and businesses**
- **Operated**
  - 5 sites in Peel/Halton
  - 2 in Toronto
  - 1 in York Region
  - 1 mobile unit
- **Offered additional assessment and support services at over 50 itinerant sites**
- **Employed** 418 staff members, including full-time, part-time and casual staff
- **8,203 job seekers were provided with 1:1 job search assistance and counseling**
- **Mobile Career Coach services were provided to 540 clients throughout Peel/Halton and 80 workshops were facilitated**
- **1,387 youth program clients were employed or in training**
- **2,813 youth gained skills for career development**
Over 13 organizations and 85 individuals were provided with interpretation or translation services.

250 language training organizations were provided with client database services.

Over 12,091 newcomers visited our information and referral centres.

Over 400,000 words were translated in various business translation projects.

Over 2,200 database users were trained and 30,000 requests were fielded by the HARTs helpdesk team.

22,746 people in Canada and from 72 countries accessed our Peel Halton language assessment website and 300 were assisted via online client registration.

25,611 client documents were certified by Commissioners of Oath.

Over 2,200 database users were trained and 30,000 requests were fielded by the HARTs helpdesk team.

9,428 newcomers participated in a wide variety of focused workshops.

25,879 newcomer client visits to self-directed resource centre.

23,900 newcomer language assessments were completed in Peel / Halton / York / Simcoe / Durham.

2,800 hours of interpretation service were provided in a medical environment, workplace safety, legal and insurance matters.

Over 71% of distance learning students progressed in their studies within 6 months and 201 students graduated in 2016.

Care for newcomer children was provided for 3,670 child visits.

24,434 immigrants and potential immigrants from 169 countries accessed our online language assessment test.

2,000 professional development was provided to over 196 language teachers and over 97 distance education instructors.

On line services were provided to 485 clients prior to their arrival to Canada through the PrepCan Program.

99% of distance learning students would recommend the program and felt that it helped them achieve their goals.

PrepCan facilitated over 250 Webinars to clients from over 30 countries around the world.
OUR LOCATIONS
ITINERANT SERVICES LOCATIONS:

AJAX WELCOME CENTRE
BRADFORD WEST GWILLIMBURY LIBRARY
BRAMPTON LIBRARIES (4 LOCATIONS)
CADEON COMMUNITY SERVICES – (BOLTON)
CADEON LIBRARIES (ALBION)
CANADIAN HEARING SOCIETY - (MISSISSAUGA)
CHILD DEVELOPMENT RESOURCE CONNECTION PEEL – LION
MOBILE RV PROJECT IN BRAMPTON WEST
CHINESE ASSOCIATION OF MISSISSAUGA
COMMUNITY TRADESHOW AND JOB FAIR (BRAMPTON)
CROSS-CULTURAL COMMUNITY SERVICES
DIXIE / DUNDAS PLAZA (MISSISSAUGA)
DURHAM CATHOLIC DISTRICT SCHOOL BOARD – (WHITBY)
DURHAM REGION UNEMPLOYED HELP CENTRE (OSHAWA)
GURDWARA SIKH SANGAT (BRAMPTON)
HALTON CATHOLIC DISTRICT SCHOOL BOARD – THOMAS MERTON CENTRE (BURLINGTON, MILTON)
HALTON DISTRICT SCHOOL BOARD - (BURLINGTON, GEORGETOWN, MILTON) HEART LAKE PLAZA (BRAMPTON)
MALTON NEIGHBOURHOOD SERVICES – (MISSISSAUGA)
MARKHAM NORTH WELCOME CENTRE
MARKHAM SOUTH WELCOME CENTRE
MILTON SPORTS ARENA

NEWMARKET WELCOME CENTRE
ONTARIO KHALSA DARBAR GURDWARA (MISSISSAUGA)
PICKERING WELCOME CENTRE
POLYCULTURAL IMMIGRANT AND COMMUNITY SERVICES (MISSISSAUGA)
REXDALE COMMUNITY HUB
RICHMOND HILL WELCOME CENTRE
SHOPPER’S WORLD (BRAMPTON)
SIMCOE COUNTY DISTRICT SCHOOL BOARD - CAREER CENTRE (BARRIE)
SRI GURU NANAK SIKH CENTRE (BRAMPTON)
TRINITY MALL (BRAMPTON)
VAUGHAN WELCOME CENTRE
VIETNAMESE COMMUNITY CENTRE OF MISSISSAUGA
WESTWOOD MALL (MALTON)
A VARIETY OF EMPLOYER WORK SITES ACROSS THE GTA
OUR REACH

Some of our services are provided online and by phone to clients and customers across Ontario, Canada, and around the world.
THE LEADERSHIP TEAM

BOARD OF DIRECTORS
» Jeff Brown, Chair of the Board
» Farhad Sethna, Board Vice-Chair and Chair of the Human Resources & Compensation Committee
» Ben Earle, Board Member and Chair of the Governance & Nominating Committee
» Andrew Gall, Board Member and Chair of the Finance & Audit Committee
» Epsit Jajal, Board Member and Finance & Audit Committee
» Desmond Alvares, Board Member and Finance & Audit Committee
» Robert Murison, Board Member and Finance & Audit Committee
» Jillian Siskind, Board Member and Governance & Nominating Committee
» Pamela Wong, Board Member and Human Resources & Compensation Committee

COMMITTEE MEMBERS
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» Anum Kazi, Governance & Nominating Committee
» Gouri Khorana, Governance & Nominating Committee
» Jay Adhvaryu, Finance & Audit Committee
» Martina Wood, Human Resources & Compensation Committee

EXECUTIVE TEAM
» Merv Hillier, Chief Executive Officer
» David Lew, Chief Human Resources Officer & Chief Privacy Officer
» Robert Olson, Chief Operations Officer
» Karen McNeil, Director, Language Services
» Moya MacKinnon, Director, Employment & Newcomer Services
» Polly Yawney, Director, Finance
Many of our programs are funded by:

- Immigration, Refugees and Citizenship Canada
- Immigration, Réfugiés et Citoyenneté Canada
- Canada
- Employment Ontario
- Ontario
- Ministry of Education
- Government of Saskatchewan
- Toronto
- Region of Peel
- Scotiabank