



FOUNDED IN VALUES...REACHING OUT TO ALL

Catholic Community Services of York Region Annual Report 2020-2021



Mission

We reach out to support, counsel and guide individuals and families from diverse backgrounds and faiths. Inspired by the “Key Principles of Catholic Social Teaching”, we recognize the dignity and worth of each individual. We provide a broad array of programs and services that enable all citizens, immigrants, newcomers and refugees, to participate fully in the social, economic, political, and cultural life of our community.

Vision

Helping individuals and their families thrive and grow in relationship with one another and within our community.

Values

- Respect
- Compassion
- Stewardship
- Accountability
- Collaboration
- Professional Excellence
- Social Justice & Solidarity
- Responsive & Focused on Client Service

Message to the Community

From the Board Chair and Interim Executive Director

Marching into the 41st year, CCSYR experienced a remarkable, inspiring and challenging year. With the outbreak of the pandemic, everything was turned upside down. However, the unpredictable changes also shaped us to have a better holistic worldview of service delivery. The changes mobilized us to grow, to optimize our capability to become more courageous, creative, innovative and client-focused; we are confident to deal with all the difficulties and challenges together with our Board of Directors, staff, volunteers, clients as well as their caregivers during this critical time.

Despite the challenges and the lockdown due to the pandemic, CCSYR continues to help individuals and their families thrive and grow in relationship with one another and within the community. On the onset of COVID-19, we moved to working remotely and have implemented responsive service delivery to support clients. We are blessed for having a strong team of hardworking, committed staff and dedicated volunteers to uphold the mission and culture of the organization. In the past fiscal year, our Counselling team has served more than 5000 people who need single consultation, on-going counselling, and group education sessions through our online service for mental health wellness and self-care during the pandemic.

Moreover, the Richmond Hill Welcome Centre continues to develop and maintain strong relationships with community partners to help newcomers navigate through information they need to successfully integrate into Canadian society. In the past fiscal year, the Welcome Centre served 1163 clients.

With the support of our principal funder, the Immigration, Refugees and Citizenship Canada (IRCC), our Orientation and Information program, Library Settlement Partnership program, Integration Network and Volunteer program, Settlement and Education Partnership in York Region can continue to provide a wide range of services to help more than 17,000 newcomers and refugees settle in Canada. Moreover, our Newcomer Settlement Program, funded by the Ministry of Children, Community and Social Services of provincial government supports more than 2000

newcomers and citizens in their settlement and integration in the community. The Client Testimonials in this Report acknowledged the hard work of all our staff and I hope you will enjoy in reading them.

As overseers of the operational activities of CCSYR, we are resolved to securing a strong, vibrant and sustainable future for CCSYR and the people we serve. As Board Chair, I want to thank the Board of Directors (Utilia Amaral, Maxine Palomino, Vikram Kashyap, Joseph Bahoshy, Natalie Cesario, Rev. Fr. Steven Kwon and Vladimir Mamaradlo) who voluntarily dedicated their time and their intellect to support the mission, vision and values of CCSYR. Also, I am grateful to CCSYR's staff and volunteers for their commendable efforts and commitments as they have always contributed their best to CCSYR and without whom none of our achievements would have been possible. My wish for the years ahead is to bring about more good news and more reasons to look positively into the future with you all.

Before I conclude, on behalf of the Board of Directors, I would like to express a vibrant recognition to all CCSYR's funders: Immigration, Refugees and Citizenship Canada; Ministry of Children, Community and Social Services; Catholic Charities of the Archdiocese of Toronto (a ShareLife funded organization); Municipality of York Region (Strategies and Partnerships, Community and Health Services); Ontario Trillium Foundation; Government of Canada and Ontario Lottery Gaming for their continuous support and trust in CCSYR. Without their support, we cannot provide high efficient services to the residents of York Region in this unprecedented crisis. I wish to convey my earnest thanks to our community partners for their great support and collaboration.

Thank you all!

Gary Thompson
Board Chair

Monica Chung
Interim Executive Director

Board of Directors

2020-2021

| | |
|--|---|
| Board Chair | Gary Thompson |
| Board Vice-Chair & Chair – Strategic Planning Committee | Utilia Amaral |
| Board Secretary & Chair – HR Committee | Maxine Palomino |
| Board Treasurer & Chair – Finance Committee | Vikram Kashyap |
| Board Member & Chair – Fundraising Committee | Vladimir Mamaradlo |
| Board Members | Joseph Bahoshy Natalie Cesario Rev. Fr. Steven Kwon |



Highlights in 2020

Challenges, Changes and Response



COVID-19



Closed Offices & Welcome Centres



COVID-19 Response



Change to Virtual Services

Counselling Services

Adult/Senior Counselling

Support clients at all stages of life: help them get through personal and relationship challenges, parenting issues, life crises, family separation, grief, anxiety and depression, cultural adjustment, conflict with children or parents, healthy boundaries in relationships, caregiver issues and to enhance well-being for the client and the client's loved ones.

Couple Counselling

Couple relationships need love, but they also take a lot of work. We work with couples who have made a commitment to restore their communication, increase intimacy and resolve conflict safely.

Family Counselling

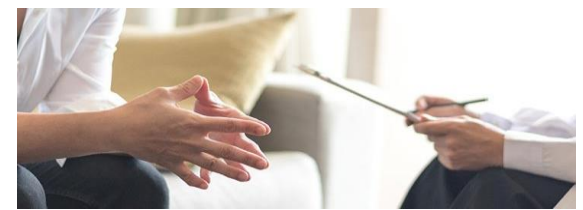
Whether a person is raising kids by oneself, with a partner or with extended family; keeping family relationships healthy can be tough, especially in times of transition and when children or teens need extra support. Our focus is on helping clients be the best parent or guardian they can be, alone or with the support from the person's partner.

Walk-In Counselling

The Walk-In program provides single session counselling for individuals, couples or families. The focus of the single session will be on creating a short-term plan that will make a difference for the clients right away by using the strengths, resources, and supports the clients have. The single session can also be used for a consultation or for system navigation.



What We Have Done



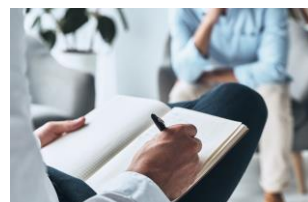
Counselling

The unprecedented crisis of the COVID-19 hits everyone and there was increasing demand for mental health support last year. More than 50% of our regular services were related to mental health wellness. The lock-down, stay-at-home order and home-based learning caused a lot of issues to individuals and tensions among family members. Despite pressures and challenges, our Counselling team continues to support clients with different services. We created series of online videos about self-care and coping strategies for people to view at their convenience. We also organized psychoeducational groups, as well as one-on-one counselling service to individuals, couples and families to manage anxiety, depression and improving relationship with their families and friends. We are happy to report that more than 5,000 people from the community have attended our virtual group activities and counselling sessions to improve their mental wellbeing.

The impact of COVID19 also enables us to see the new insights. We noticed that the need of clients goes beyond counselling (e.g. people suffer from financial hardship, eviction, grief, etc.) Clients also need therapeutic counselling, and at the same time, social work services to navigate, coordinate and advocate for their unmet needs. We are blessed to have staff with different expertise and competence to serve those vulnerable and marginalized clients who are struggling with daily challenges.

Clients' Feedback

- I was comfortable to share my feelings and emotions.
- It was great experience, I was in a bad situation but counselling really helped me.
- Friendly Staff and accessibility (I felt that having an appointment every week was too much & too rushed, especially if I had to travel (it was not close to my home... I was actually glad for the phone sessions so that I didn't have to travel at all saving time).
- Coming here changed my life and I can create better relationship with other and more hopeful.
- Good Psychotherapist: my therapist was understanding encouraging respectful patient listened well & helped me to focus on important issues that we worked through. She offered tools that helped me, resulting in good changes to my thoughts, emotions, & behaviour, and perception of people & situations.
- I am not anxious any more, I have better relationship with my father. All in all counselling helped me for my life and increasing self-awareness. I am happier now. Thank you so much.
- I am very happy about the experience and the continuity.
- I felt very comfortable and shared freely with my therapist. It was helpful to reduce my anxiety and move smoothly with my life.
- I really appreciate CCSYR help and support.





Settlement Services



Services for Immigrants and Refugees

- Settlement services are provided for immigrant families and individuals in over 40 languages. Our goal is to help newcomers settle and integrate into the communities in York Region. Every year, over 10,000 immigrants receive our assistance.
- Orientation Program and Newcomer Settlement Program (I&O, NSP) are provided in the five Welcome Centres in York Region.

Settlement and Education Partnership in York Region (SEPYR)

- SEPYR provides settlement services in many languages for newcomer students and their families in their local schools. SEPYR is administered and staffed by Catholic Community Services of York Region (CCSYR) in partnership with the York Region District School Board and the York Catholic District School Board.

Library Settlement Partnerships (LSP)

- Together with public libraries in York Region, LSP delivers newcomer-friendly information sessions and support groups at various library branches close to your home. These group sessions focus on three categories: settlement; library resources and support groups; youth, seniors and English language learners.

Integration Network & Volunteer Program (INP)

- Community Connection's Integration Network program can help Newcomers adjust, adapt and integrate into Canadian society through social connections and shared activities.

What We Have Done



Richmond Hill Welcome Centre (RHWC)

The Richmond Hill Welcome Centre remains a strong central hub for many who chose Canada as their new home. This was evident during the COVID pandemic where due to Province's Emergency orders, we have to close its doors but never stopped delivering services to meet the needs of the community. To strengthen client service delivery, the centre also continues to provide complementary services by partnering with various community agencies to support immigrants who are new to the community.



Orientation and Information Program (O&I) and Newcomer Settlement Program (NSP)

Settlement Programs strategies for 2020-2021 have proven to be very successful. With Canadian borders being closed to new immigrants, Orientation and Information Programs managed to serve about 5300 new clients, including more than 3000 IRCC eligible clients with creative programming. Furthermore, we excelled in the expansion of services to our existing clients by reassessing their settlement needs, providing new referrals and offering supports related to the new arising needs during pandemic.

What We Have Done

Settlement and Education Partnership in York Region (SEPYR)

SEPYR organized events very successfully to carry out the Virtual Youth Conference on “Social Justice and Diversity”. More than 50 high school participants of diverse backgrounds from different schools were invited to participate in the Youth Conference. SEPYR also organized the “Newcomer Orientation Week” (NOW) and the “Welcome and Information for Newcomers (WIN). The Virtual NOW and WIN were very effectively delivered and managed to achieve the objectives without compromising the quality of the key deliverables. Over 15 high schools participated. SEPYR also completed the Virtual Welcome and Information for Newcomers (WIN) program for elementary school families and over 200 people attended.



Library Settlement Partnerships (LSP) in York Region

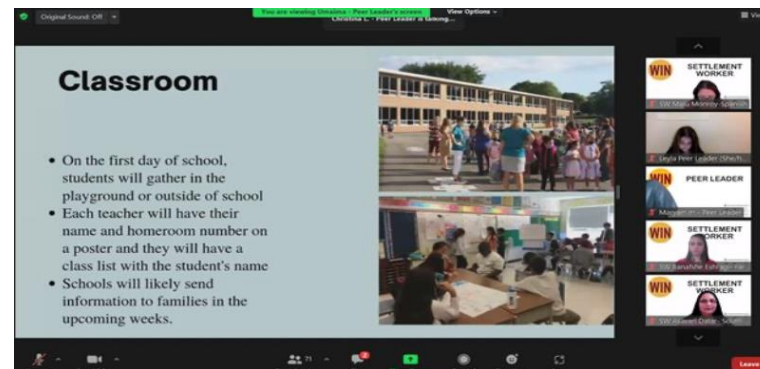
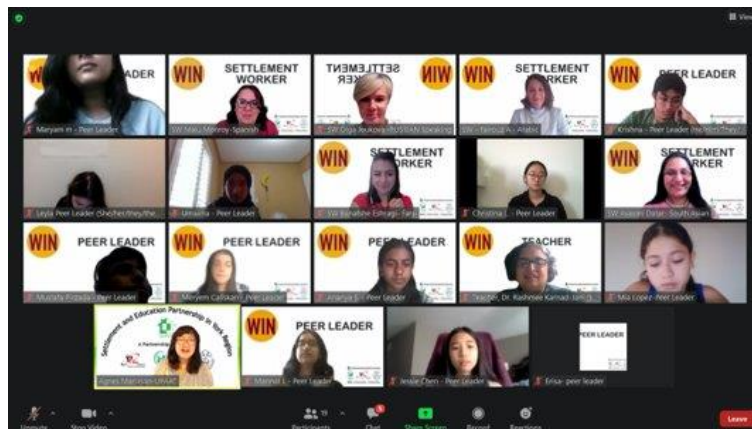
The stay-home situation caused by the pandemic presented challenges as well as opportunities for settlement service delivery in the libraries. As the newcomers need to be connected, LSP was able to pivot to online service quickly and effectively during the pandemic. The LSP team embraced the spirit of innovation and took full advantage of what technology could bring to traditional settlement service delivery model. As a result, LSP online group programs served 45% more clients and number of community connection services delivered increased by 83%.

What We Have Done



Integration Network and Volunteer Program (INP)

By mid-April 2020, we reorganized/switched to online service delivery amid the pandemic. Our flyers were adjusted/posted online. We trained newcomers and volunteers to use Zoom platform. We delivered over 400 group sessions including English/French conversation circles on current/relevant topics, networking, mentorship and study groups for internationally trained medical, dentistry, engineering, and nursing graduates and other newcomer job seekers. Volunteer Orientation sessions were offered on weekly basis. We served many new immigrants and IRCC eligible clients in our Tax Clinic (CVITP). The Annual Volunteers Recognition, and Remembrance Day events were also conducted virtually.



Classroom

- On the first day of school, students will gather in the playground or outside of school
- Each teacher will have their name and homeroom number on a poster and they will have a class list with the student's name
- Schools will likely send information to families in the upcoming weeks.





Clients' Testimonials



I feel that the Welcome Centre service is very practical and helpful, especially the Settlement Counsellor who assisted my family in the process of preparing the Citizenship applications. She has always been patient and conscientious. This made me feel very at ease and not anxious. She told us what information to prepare and reviewed the application forms. We completed the Citizenship application forms in a pleasant and relaxing way. She was always available for us to ask questions and showed her support during the long waiting time for the result of the Citizenship application. It made us feel supportive and good. I am very grateful for her help and the Welcome Centre for providing us with such a good service. Once again, thank you very much! ...NSP/Orientation Program client

I had an appointment with the Settlement Counsellor at the RHWC on the phone few days ago. She helped me step by step reviewing my documents and helping me for my PR renewal application. During this process, I found her very knowledgeable, professional and kind person who pays attention to details and wants to help as much as possible. I want to thank her again and congratulate you as well for having such a wonderful professional person in your team. I hope that this short message reflects how her assistance was helpful for me...NSP/Orientation Program client

I would like to express my gratitude to SEPYR for organizing such an amazing virtual meeting for our ESL Community: "Understanding the New Normal in Education." This special evening has been extremely helpful for the parents of our English Language Learners. What an incredible idea! This ever changing situation has been really hard on our ESL Community: both students and parents. Contrary to our expectations, new immigrants are coming and joining our school on a regular basis. The new families are quite often lost, not understanding how the system works. Having a virtual meeting utilizing your expertise was extremely helpful. Our peer leaders once again stepped up and helped deliver the presentation (thank you for mobilizing them once more). The translations to different languages must have made the parents feel at home. Thank you one more time for all your hard work!...From ESL Department Head, YCDSB

I am writing this letter for one of the people that their presence in my life as a new comer in Canada is very important to me. Since the day that my kids school (Cedarwood P.S.) connected me with the School Settlement Worker, she kept giving me help and advice even when we were facing difficult moments or moving, she was always a source of information and a big support this allowed her to build a strong friendship between us until now. This letter is just a way to thank her ... SEPYR client

When I first approached your organization, I had just experienced a greatly disruptive encounter; one of the continuous many I've gone through in my life, unfortunately ... My individual counsellor has been so thoughtful, encouraging, patient, and open with all of our communications throughout ... My counsellor always met me where I was at, and was able to address my troubles, and understand and trust me to know my own abilities and life best. It never felt clinical or cold or tedious at any step of the process ... I feel much better equipped with all the new resources and practices I have learned to cope healthily, and I know that I am now solidly in the middle of my mental health and wellness journey. I will look back fondly on this experience, for sure, and look to recommending CCSYR services to others, as well! Thanks so much... Clinical Counselling client



Clients' Testimonials (2)



I cannot express enough how grateful I am for having access to the counseling service of CCSYR. Considering all personal, financial, social, and family struggles during COVID and quarantine time, their counseling service was truly life saving for me. I had my sessions with Homaira, and she was amazing and professional. I was very comfortable with her and following her practical and wise advice, really helped me... Clinical Counselling client.

Your help at LSP prevents newcomers from any probable mistakes in their new life. You and your colleagues at Welcome Centres pave the way for the achievement of newcomers to their goals and plans successfully. You empower newcomers. So, I hereby express my appreciation for your hard attempts to support Newcomers, especially during the COVID-19 Pandemic situation. My special thanks go to the government of Canada as well... LSP Client

The most benefit we get from the LSP is happiness. We are new arrivals. We know nothing about Canada. We get our happiness from joining LSP online sessions during this pandemic. We did benefit from the activities from LSP. We did have a lot of virtual activities and seminars such as a talk by the York Regional Police. And (YRT) York Region Transit and information about how to categorize the garbage. We gained a lot of happiness from the various activities offered by LSP team... LSP participant

I am writing this letter just to express my deep gratitude for you two. I began to attend our English Conversation Circle from September last year and I am feeling I have made obvious progress. I was a little bit shy and was not so confident to speak English before but the friendly atmosphere in our English conversation Circle have encouraged me a lot. I started to enjoy sharing my thoughts, my feelings and my stories with our volunteers who are always very nice and patient. I feel pretty warm every time I see your smiling faces and you have made our group a big happy family... INP - ECC client

I express my gratitude for all the help from you and your great team that provided to me for filling my wife and I Tax Return Efile. Thanks a lot for your nice consideration...INP – CVITP client

I would like to thank you for all your help and support during these hard times. I passed my NAC OSCE exam with superior performance. I could not have done it without the support of CCSYR for newcomer doctors. I took part, and was able to prepare for both exams with your help. There are many IMG doctors dealing with financial problems and stress of the exams, I just wanted to let you know how valuable and essential these services are for IMGs. Thank you again ... INP – IMG client

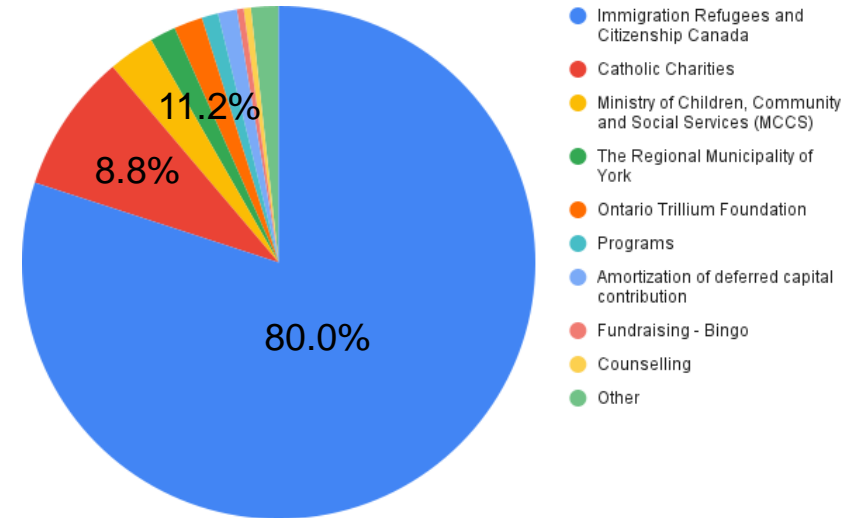
I am one of your clients at Richmond Hill Welcome Center. During the two meetings I had with Settlement Counsellor , she treated me very kindly and very carefully. During the covid-19 period, when no one was answering my questions, I called her and she answered me calmly and patiently for several times in a row, helping me to finally be able to renew my form. Thank you very much and I ask you to appreciate her in any way possible...NSP/Orientation Program client

FINANCIAL SUMMARY

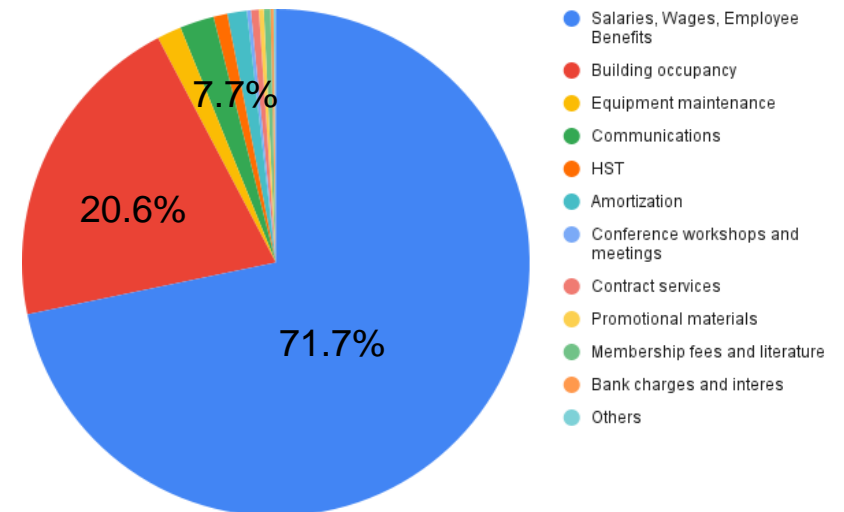
CATHOLIC COMMUNITY SERVICES OF YORK REGION STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2021

| | 2021 General Fund \$ | 2021 Reserve Fund \$ | 2021 Total \$ | 2020 Total \$ |
|--|-------------------------------|-------------------------------|---------------------|---------------------|
| REVENUES | | | | |
| Immigration Refugees and Citizenship Canada | 4,894,715 | - | 4,894,715 | 4,962,920 |
| Catholic Charities | 535,768 | - | 535,768 | 536,562 |
| Ministry of Children, Community and Social Services (MCCSS) (Note 9) | 178,400 | - | 178,400 | 178,400 |
| The Regional Municipality of York | 99,437 | - | 99,437 | 25,910 |
| Ontario Trillium Foundation | 110,470 | - | 110,470 | 113,330 |
| Programs | 63,471 | - | 63,471 | 10,903 |
| Amortization of deferred capital contribution (Note 8) | 72,862 | - | 72,862 | 55,577 |
| Fundraising - bingo | 26,140 | - | 26,140 | 56,997 |
| Counselling | 27,798 | - | 27,798 | 44,015 |
| Other | 101,398 | 4,638 | 106,036 | 150,316 |
| | 6,110,459 | 4,638 | 6,115,097 | 6,134,930 |
| EXPENSES | | | | |
| Salaries and wages | 3,583,310 | - | 3,583,310 | 3,558,892 |
| Building occupancy | 1,209,593 | - | 1,209,593 | 1,273,000 |
| Employee benefits | 628,143 | - | 628,143 | 634,869 |
| Equipment maintenance | 91,235 | - | 91,235 | 99,095 |
| Communications | 127,791 | - | 127,791 | 77,505 |
| HST | 51,963 | - | 51,963 | 58,161 |
| Amortization | 72,863 | - | 72,863 | 55,577 |
| Conference workshops and meetings | 15,014 | - | 15,014 | 37,098 |
| Contract services | 29,487 | - | 29,487 | 32,178 |
| Promotional materials | 18,310 | - | 18,310 | 24,927 |
| Membership fees and literature | 24,842 | - | 24,842 | 24,693 |
| Travel - mileage | 176 | - | 176 | 20,291 |
| Program office supplies | 6,243 | - | 6,243 | 13,302 |
| Bank charges and interest | 11,356 | - | 11,356 | 12,599 |
| Staff development | 1,137 | - | 1,137 | 9,187 |
| Volunteer program | 881 | - | 881 | 8,061 |
| Community programs | - | - | - | 6,053 |
| Bingo fundraising | 40 | - | 40 | 890 |
| | 5,872,384 | - | 5,872,384 | 5,946,378 |
| Excess of revenues over expenses for the year | 238,075 | 4,638 | 242,713 | 188,552 |

Revenues

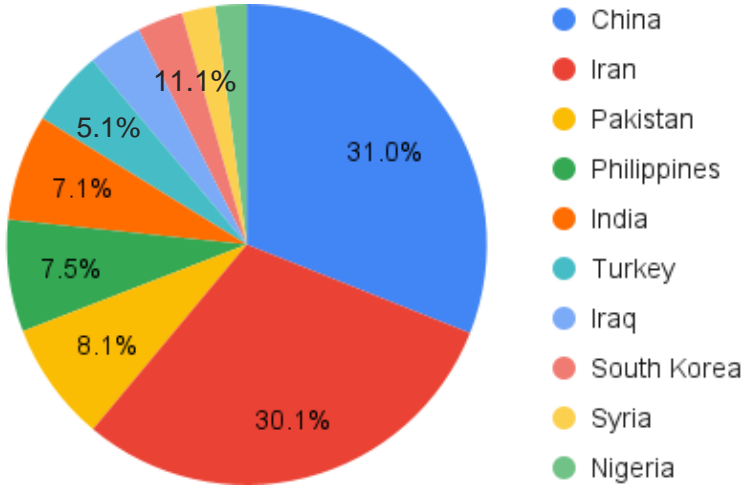


Expenses

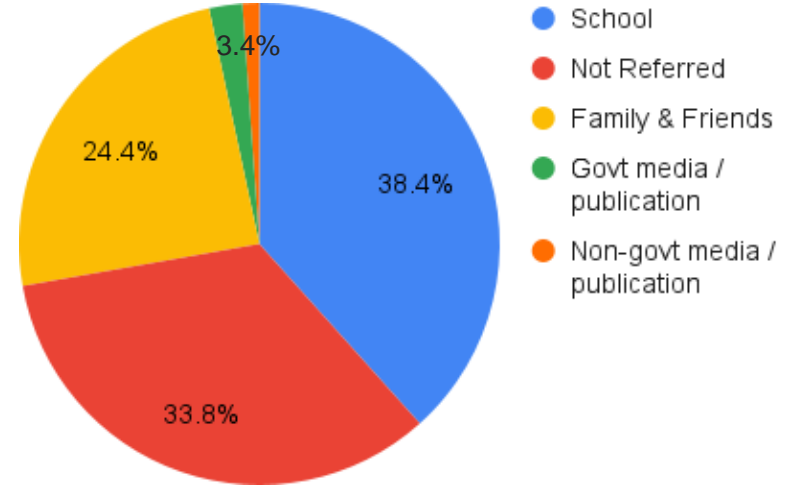


Settlement Services Demographics

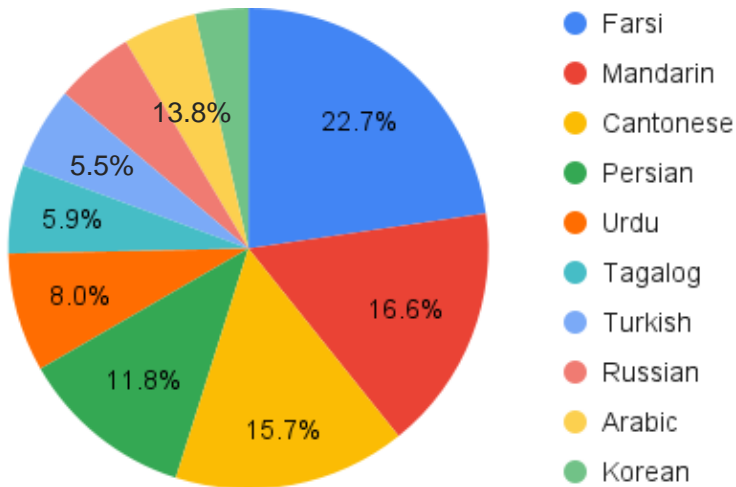
Top Places of Origin



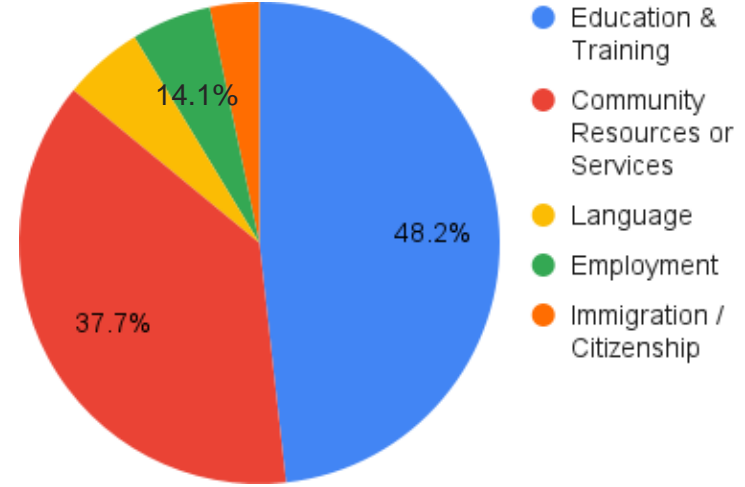
Top Sources of Referral



Top Languages Spoken

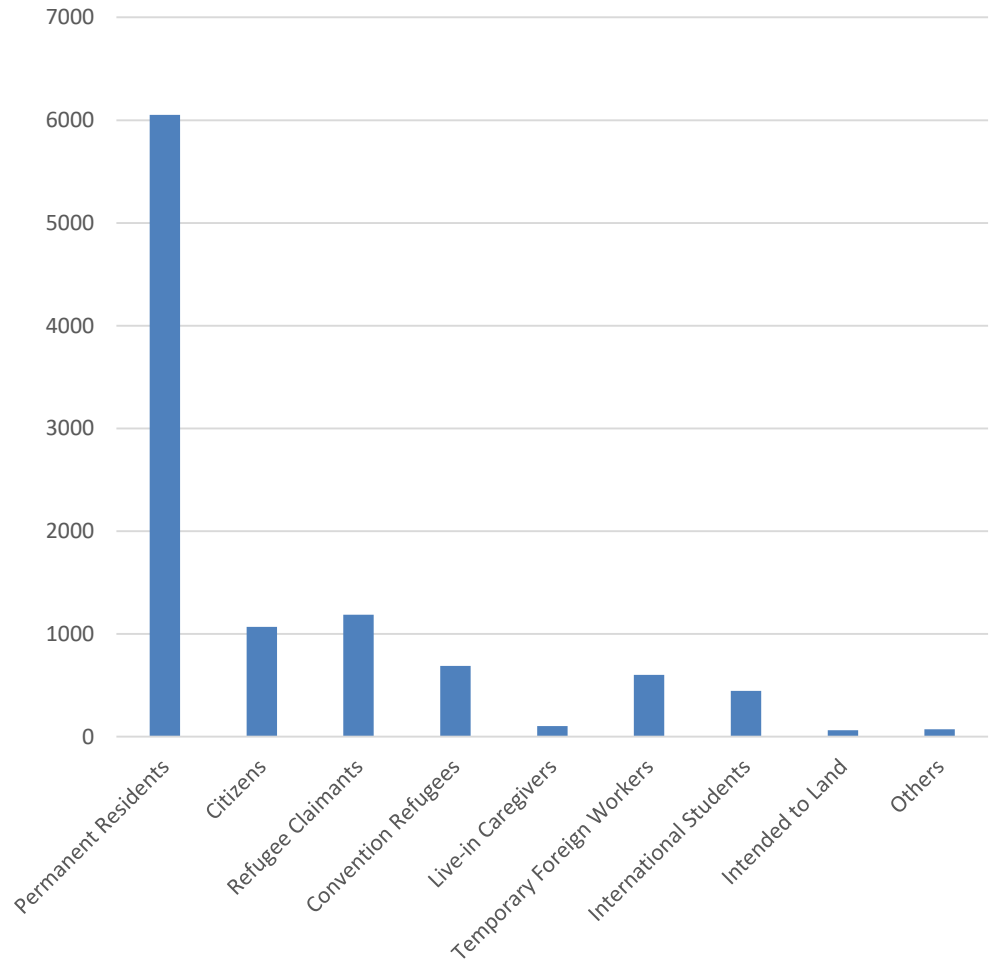


Top Presenting Issues



Settlement Services Demographics

New Clients by Immigration Category



2021 Staff Service Awards

Congratulations!

| 5 years | 10 years | 15 years | 20 years |
|--|---|-----------------------------|-----------|
| Elham Zureiqat Fairouz Alatabeh Nazly Sunguroglu Shahla Shakeriaski | Lakhbir Khokhar Loletta Yu Mona Cheng | Esther Kang Shamima Mili | Bonny Hui |



WITH THANKS AND GRATITUDE to...



Our Funders:

- **GOVERNMENT OF CANADA
(Immigration, Refugees and
Citizenship Canada)**
- **GOVERNMENT OF ONTARIO
(Ministry of Children, Community
and Social Services)**
- **CATHOLIC CHARITIES OF THE
ARCHDIOCESE OF TORONTO
(ShareLife funded Agency)**
- **ONTARIO TRILLIUM FOUNDATION**
- **MUNICIPALITY OF YORK REGION**
- **MUNICIPALITY OF RICHMOND HILL
(Bingo World and Gaming)**

Our Community Partners:

- Catholic Family Services (Durham, Peel-Dufferin Simcoe County, Toronto)
- Addiction Services of York Region Catholic
- Centre for Immigrant & Community Services
- Community Legal Clinic of York Region
- COSTI Immigrant Services
- Cross Cultural Community Services Association
- Job Skills-Employment & Business Programs
- Public Libraries in Aurora, East Gwillimbury, Georgina , King Township, Markham, Newmarket, Richmond Hill, Whitchurch-Stouffville, Vaughan
- Rose of Sharon Services for Young Mothers
- Social Enterprise for Canada
- York Catholic District School Board
- York Hills Centre for Children, Youth & Families
- York Region District School Board
- York Regional Police
- Canadian Mental Health Association
- The Housing Help Centre
- 310-COPE, York Support Services Network
- 360 Kids

Contact Us

Main Office

Main Office - 21 Dunlop Street

Richmond Hill, ON L4C 2M6

Toll Free/TTY: 1800-263-2075

Tel: 905-770-7040

Fax: 905-770-7064

Email: ccsyr@ccsyr.org

Counselling Services

Tel: 905-770-7040 ext.241

Library Settlement Partnership in York Region

Tel: 905-770-7040 ext. 227

Integration Network & Volunteer Program

Tel: 289-842-3124

Settlement and Education Partnership in York Region

St. Joseph Catholic School

301 Roney Avenue

Richmond Hill, ON L4G 2H4

Tel: 905-731-8281

Welcome Centre Immigrant Services

www.welcomecentre.ca

Richmond Hill Welcome Centre

South Hill Shopping Centre

9325 Yonge Street, Unit 31A

Richmond Hill, ON L4C 0A8

Tel: 289-842-3124

Markham North Welcome Centre

8400 Woodbine Avenue, Suite 102-103

Markham, ON L3R 4N7

Markham South Welcome Centre

7220 Kennedy Road, Unit 8

Kennedy Fields Plaza

Markham, ON L3R 7P2

Newmarket Welcome Centre

16655 Yonge Street, Unit 26

Newmarket, ON L3X 1V6

Vaughan Welcome Centre

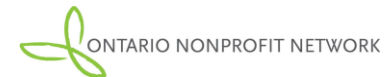
9100 Jane Street, Bldg. H, Units 56-67

Vaughan, ON L4K 0A4

All are welcome!
We speak over 40 languages.



Members of:



Accredited by:

Centre canadien de l'agrément
L'excellence en matière de services communautaires



Canadian Centre for Accreditation
Excellence in community services

Map of York Region

