



**LONDON CROSS CULTURAL
LEARNER CENTRE**

**2018-2019 ANNUAL
GENERAL REPORT**

www.lcclc.org

TABLE OF CONTENTS



04 WHO WE ARE

05 OUR PROGRAMS & SERVICES

06 WORDS FROM OUR EXECUTIVE DIRECTOR

07 A MESSAGE FROM THE CCLC BOARD CHAIR

08 CCLC BOARD OF DIRECTORS

09 MEET THE CCLC TEAM

10 JIKAR'S STORY

12 SETTLEMENT WORKERS IN SCHOOLS

14 COMMUNITY CONNECTIONS

18 RESETTLEMENT ASSISTANCE PROGRAM

20 FUND DEVELOPMENT

22 CCLC BY THE NUMBERS

24 LANGUAGE ASSESSMENT AND REFERRAL SERVICES

26 ORIENTATION SERVICES FOR NEWCOMERS

30 CLIENT SUPPORT SERVICES

32 LONDON-MIDDLESEX IMMIGRATION PORTAL

33 SOCIAL ENTERPRISES

36 CELEBRATING 50 YEARS

37 CCLC FINANCIALS

38 SPECIAL ACKNOWLEDGEMENT & DONORS



WHO WE ARE...

Mission

The London Cross Cultural Learner Centre is a community organization that exists to provide integration services and support to newcomers and to promote intercultural awareness and understanding.

Vision

To build a more welcoming community where newcomers can succeed.

Values

Accountability:

Assuming responsibility and being answerable and transparent in relation to stakeholders for the quality and outcome of the services provided by the organization.

Advocacy:

Supporting or intervening on behalf of another individual or group for rights, services, and privileges.

Compassion:

Expressing caring thoughts and feelings that motivate and impel one to action.

Diversity:

Demonstrating respect for the uniqueness of each individual and to promote inclusion.

Empowerment:

Supporting individuals and groups to make informed choices and become confident, self sufficient, contributing members of society.

Ethics:

Conducting ourselves in an unbiased manner with integrity and respect for others.

OUR PROGRAMS & SERVICES

The CCLC serves newcomers through various programs and services:

- Client Support Services
- Newcomer Health Clinic
- Care for Newcomer Children
- Resettlement Assistance Program
- Orientation Services for Newcomers
- Newcomer Settlement Program
- London Middlesex Immigration Portal
- Orientation to Ontario
- Job Search Workshop
- Language Assessment and Referral Services
- Intercultural Education
- Community Connections Program
- Settlement Workers in Schools



Funding Provided By:



Funded by:

Financé par :



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada



WORDS FROM OUR EXECUTIVE DIRECTOR

Reflecting on the past year, the London Cross Cultural Learner Centre (CCLC) has so much to celebrate and be proud of. We have had another successful year providing integration services to newcomers. This has been possible thanks to the endless dedication of the CCLC staff, board members, volunteers, funders and kind contributions from donors and the community.

Over the past decade, it has been an honour to lead the CCLC as it has grown steadily to meet the ongoing needs of our newcomer clients. As we navigate our changing political climate, we will continually strive to build and maintain collaborative relationships in our community; we will innovate and diversify through social enterprise, and go above and beyond to help shape London into a more welcoming place for newcomers.

This year, we have met and overcome many obstacles including the changes to immigration processes for refugee claimants, an increasing number of refugees who have experienced great trauma, and challenges with rising housing costs. In response to the high number of traumatized Yazidi clients this past fiscal year, we have become a Trauma and Violence Informed Care (TVIC) trained Centre to support our staff.

Despite these challenges, our team has worked diligently to provide exceptional support for our clients through various programs and services. This would not be possible without our inter-organizational networks, our ongoing community partnerships, and the commitment of hundreds of our valued volunteers.

I am optimistic as we look toward the future. We are looking to launch a capital project in the coming years to increase our capacity to provide the best service to those resettling their lives here in Canada. We want our clients to be economically successful, to gain independence, and to integrate into the Canadian society with confidence by making meaningful connections and contributions to our community.

We would like to recognize and acknowledge Londoners, all three levels of government, community partners, donors, employees and volunteers who are all integral pieces to our organizational success as the leading settlement agency in London. We pride ourselves on the collaborative efforts that benefit newcomers, our community, and Canada as whole.

Many thanks,

Valerian Marochko
Executive Director



A MESSAGE FROM THE CCLC BOARD CHAIR

Thank you for investing your time in reviewing the London Cross Cultural Learner Centre's (CCLC) 2018-2019 Annual Report. Your continued commitment to the success of our organization is one of the primary reasons the CCLC has been able to spend more than 50 years promoting diversity, empathy, and community both in London and abroad.

Through our Executive Director's sound leadership, the CCLC has established and enhanced its local, regional, national, and international presence in the past 12 months. Whether travelling to Germany and Australia to represent our great organization or hosting several significant domestic leaders (such as the Minister of Immigration, Refugees, and Citizenship, the Honourable Ahmed D. Hussen, Liberal Member of Parliament Peter Fragiskatos, Liberal Member of Parliament Kate Young, NDP Member of Provincial Parliament Peggy Sattler, or City Counsellor Elisabeth Pelozo), the CCLC took steps to ensure its continued involvement as a key partner in the resettlement sector. We were also nominated for the RBC Top 25 Canadian Immigrant Awards – Settlement Agency Award!

During the past fiscal year, the CCLC continued to perform well according to broadly-accepted standards. For instance, due (in part) to the growing value of

our social enterprises and our consistent efforts to maximize value in each of our expenditures, we exceeded our budget expectations – giving us an opportunity to once more invest in our operations and defend against the potential impact of any funding interruption(s). We invested technologically in both client and donor relationship management systems, as we are always looking at methods of improving efficiencies in our operations and in client service provision. We have also been investing in improving the overall well-being of CCLC staff members with mandatory, organization-wide trauma informed care training and by improving physical spaces with capital improvement projects to keep up within new fire code requirements.

Finally, I want to take a moment to recognize the commitment of our Executive Director, Valerian 'Valy' Marochko, to the CCLC. By the time this report is finalized and issued, Valy will have been at the helm of the CCLC for more than a decade. On behalf of the entire Board of Directors, I would like to thank Valy for everything that he has done for the CCLC during his time with us. We look forward to working with him for many years to come!

Sincerely,

Tarek Moharram
CCLC Board Chair

CCLC BOARD OF DIRECTORS

Aamir Ibrahim (Treasurer)

Emilly Dubeau

Harold Usher

Henri Boyi

José Pineda

Lianne Armstrong

Marek Kubow (Secretary)

Marisol Roa

Quintin Lang

Salma Khlaili

Samantha Matty

Surinder Suri

Taghrid Hussain (Vice-Chair)

Tarek Moharram (Chair)

(In photo from left to right: Quintin Lang, Samantha Matty, Steven Dai, Tarek Moharram, Marek Kubow, José Pineda, Taghrid Hussain, Surinder Suri, Valerian Marochko, Marisol Roa, Harold Usher, and Emilly Dubeau.)



MEET THE CCLC TEAM

CCLC Employees 2018-19

Mouna Abbas
Iman Abbood
Zerfe Abebe
Ban Abood
Surya Prasad Acharya
Samia Aisha
Sanaa Al Hussein
Fathieh Jabr Al-Bayya
Reem Alghooti
Enaya Alnasser
Ani Malhami
Razia Backtash
Daryoush Bagheri
Marzieh Bashiri
Jerusalem Berhane
Mengesha Beyene
Lizbeth Birbragher
Matthew Butler
Sharon Butler
Martha Castro
Marilyn Cook
Mu Xiao (Steven) Dai
Tam Dam
Ziyad Darwish
Wafa Dawoud
Cecilia Daza Mellado
Jean De Verteuil
Catherine Dorais-Plesko
Mohamad El Khatib
Najat El Sarout
Perihan El Shamy
Hanaa Elkolaly
Onyinye Ann-Vita Enuoyibo
Bogumila Ferenc
Nancy Finnerty
Kattie Forbes

Mekonnen Gebrezgaboer
Mahin Ghasemiyan
Hekmat Ghoniem
Hanan Gindi
Luliia Golubnycha
Saïdo A Haji-Hussein
Sahar Hariz
Nidham Heraiz
Marcelo Herrera
Jacqueline Hoekstra
Emily (Eh) Htoo
Bingyan Huang
Rifat Hussain
Islam, Faiza
Serin Issa
Rana Jadan
Jan Jasnos
Hairong Ji
Joseph Jilitovich
Sila Worga Joshua
Weronika Kacprzak
Susan Kadray
Tolga Karabulut
Emal Ketan
Janeit Khachik
Sallbe Khachik
Nouhad Khafaja
Sara Khafaja
Omar Khoudeida
Heather Kipp
Zoran Kljajic
Sunita Lamichhane
Suzanne Larose
Amal Mahmoud
Touran Majidi

Michele Manocchi
Lina Maria Mateus Nino
Janneth Mayorga
Adnan Mekdachi
Nathan McQuarrie
Sara Najdi
Jerry Naw
Sadet Noori
Deborah O'Grady
Yolanda Pangtay Chang
Ahmad Qaraeen
Zainb Rasid
Anne Read
Nadine Renno
Margarita Rubiano
Jolie Saed
Rouwaida Sahloul
Jennifer Sandu
Majida Shahatto
Sumbal Sheikh
Suresh Shrestha
Jill Slemmon
Jennifer Caroline Strong
Debora Szelepski
Mervat Tadrus
Jennifer Tavera
Gisele Varillas
Lisa Veldman
Flor Myrella Villalba
Parwana Wassie
Holly Weaver
Helen Younes
Ikhlās Yousif



LIVING THEIR DREAMS...

Jikar Osso, his wife Leen, and his children fled Lebanon as Syrian, Yazidi refugees in June 2017. They came to Canada in search of safety and opportunity. "Imagine walking the street and having someone beat you in front of your family for no reason," says Jikar.

For years, Jikar worked hard to make a life for his family in Lebanon. He opened a store, but his efforts were fruitless. "We lost our property back home. In Lebanon, Syrians have no rights and there is a war going on," explains Jikar.

"I prayed every day to keep my family safe." Jikar was thrilled when he was granted the opportunity to come to Canada with his family.

When they arrived, Jikar was supported by the London Cross Cultural Learner Centre (CCLC.) He worked with Amal Mahmoud, his Case Manager, who provided the support and resources needed to succeed in Canada. Immediately, Jikar set two goals for himself: to learn English and to gain meaningful employment.

"From our early days in Canada, the CCLC helped my family so much," says Jikar.

"They provided me with the tools I needed to succeed, and now I am proud that I can contribute to the country that gave my family the opportunity to live in freedom."

Government Assisted Refugees are assigned case and settlement workers at the CCLC who provide clients with temporary housing, emotional support, orientation services, healthcare, and other resources, as required.

"We provided all the workshops necessary for settlement in London and referred the family to essential resources," explains Amal. "We also coordinated medical and dental care for the children to start them off on the right track."



JIKAR'S STORY

...IN CANADA

After only two years, at the age of 25, Jikar has learned enough English to secure a full-time career as a truck driver and he and his family have purchased a home in London. Jikar and his wife recently welcomed a new member to their family, a daughter, Limar. Jikar explains that with each child, a gift is granted to his family. "My (eldest) daughter brought us to Lebanon; when my son was born, we bought our first car; and with my newborn angel's birth, we were able to buy our first home in Canada. We are living out our dreams," says Jikar.

Jikar hopes to inspire and support other newcomers with their settlement in Canada. He also supports his family in Lebanon and hopes to sponsor them one day so they can come to Canada too. He believes all success comes from hard work and the desire to integrate into Canada.

"I wish everyone who is capable and is healthy to go to work and not stay home. Working helps you practice your English skills and Canadians are so patient and they won't judge you for your language skills. They will help you and you will get the practice you need," says Jikar. "I love being part of the community."

One day Jikar hopes to start his own business with his wife by his side. "If you really want to work hard, pay your bills, and budget, you will do it. You have to follow your dreams, no matter how big. Canada is a beautiful country and it will give you tons of opportunity, but you need to prove yourself," he exclaims. "The opportunities are unlimited here. Thank you, CCLC!"



JIKAR'S STORY

SETTLEMENT WORKERS IN SCHOOLS (SWIS)

The SWIS program is a school-based initiative to welcome newcomer families and students into London schools and connect them to the Canadian education system by organizing information sessions and one-to-one mentoring support. This program aims to provide newcomer clients with information and referrals to school and community-based resources in order to support smooth settlement transitions while fostering student engagement and achievements. In partnership with the Thames Valley District School Board, the Catholic District School Board, LUSO Community Services, and South London Neighborhood Resource Centre, our SWIS programs support newcomer families and students across the city from elementary to secondary schools.

SWIS Services include (but are not limited to):

- Needs assessments
- School referrals and community resources
- Information sessions for newcomer families
- Information sessions for teachers and school staff
- Facilitation of peer-led small groups and events
- Facilitation of Peer Leader Training, NOW (Newcomer Orientation Week) and NOW 2 programs
- Summer support at schools and libraries



During the past year, the SWIS team included 12 staff, 90 volunteers, and 128 guest speakers. Our team served 2,627 unique clients in 51 schools, delivering 128 information sessions. Topics covered include parenting, sport and recreation, rights and responsibilities, and leadership. Along with these information sessions, the SWIS team supported eight ongoing peer led groups including the Ambassador Club, Young Women Leadership, Mentorship, Games/Discussion Groups, Soccer Club, Multicultural Group, and Peer Support Group. These groups are important in engaging newcomer youth in the community, while helping to build leadership skills.



During the Summer Months, SWIS workers become Community Integration Workers. The SWIS team were working out of 4 libraries as well as the Newcomer Reception Orientation & Assessment Centre (ROAC) and the Welcome Centre at the London District Catholic School Board (LDCSB.) Also, SWIS workers help to organize the annual Newcomer Orientation Week (NOW) Program in partnership with the SWIS London Team.

The 8th Annual NOW program was held in August of 2018. The program helped newcomer students become familiar their new high school environment and make connections with other students.

The program included two components:

1. **Four-day Peer Leader Training:** Twenty-nine peer leaders were chosen from different high schools and were given training on best practices for helping to orient future students and guide them through the school.
2. **Three-day Newcomer Orientation:** During newcomer orientation, peer leaders were matched with newcomer students and engaged in a multitude of activities designed to increase confidence and familiarity with the school system. A total of 91 students participated.

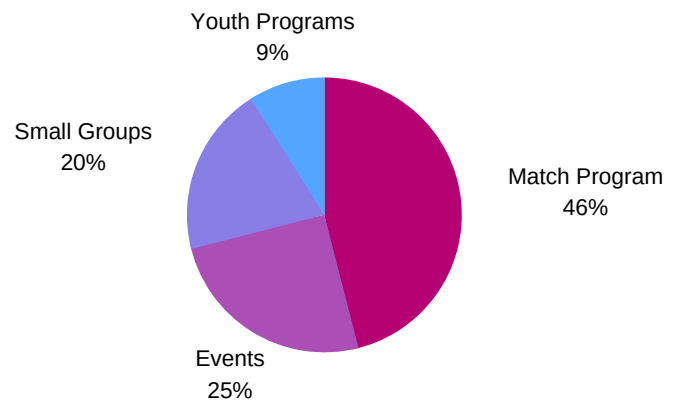
"The SWIS worker's guidance really helped me and my family adjust to our lives in Canada and really I appreciate it." - Banafsheh Khavaran



COMMUNITY CONNECTIONS

The Community Connections program brings together newcomers and long-time Canadian residents, creating a welcoming, supportive and multicultural environment. Our mandate is to assist with the integration of newcomers into the London community by facilitating various programs designed to support and encourage volunteerism, cultural awareness, and connections between newcomers and the broader community. The Community Connections program served a total of 1082 unique clients from over 40 countries through a range of programs, including the Match Program, small skill

and interest based social groups, English conversational groups, youth programs, networking and leadership groups, outings and activities in the community, sports and fitness groups, and volunteer recruitment and training. During the fiscal 2018-2019 year, our team of 11 was supported by 268 volunteers active who contributed a total of 13,601 hours.



Volunteer Activities

Match Program

The Match Program links newcomers and their families with a long-time resident volunteer to assist with getting to know the city, developing English conversation skills, exploring new interests and reducing feelings of isolation. Many of our clients create long-lasting friendships and connections which eases their settlement transition in Canada. This past year, we facilitated 309 matches (59 of whom were rematches) with clients from 29 different countries.

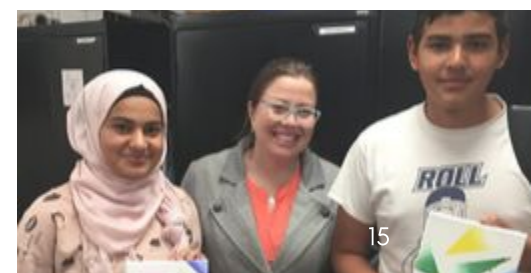


Volunteer & Community Partner Appreciation

On March 15, 2019 we held our Sixth Annual Volunteer Appreciation Dinner at Four Points by Sheraton London. It was a night of awards and recognition where we celebrated the contributions of our volunteers and thanked them for their dedication and support. This event was a CCLC-wide celebration of our amazing volunteer force. It was a great opportunity to give special thanks and show gratitude towards our volunteers. We were pleased to have such a large turn out this year!

In addition to volunteer involvement, the Community Connections team relies heavily on our strong community partnerships. The CCLC's connections to other services in the community are wide-ranging and include many local agencies and businesses. These partnerships were vital in organizing and running events, facilitating information sessions on topics relevant to newcomers, and recruiting clients and volunteers. Some highlights from these partnerships include our "Celebration of Nations" event and our Yazidi Summer Picnic.

The Yazidi Summer Picnic was a partnership with South London Neighborhood Resource Centre and LUSO and invited all members of the Yazidi community to enjoy a BBQ picnic in Springbank Park. Together, we facilitated 24 information and orientation sessions for 333 clients on a variety of topics including women's wellness, mental health, employment, civic rights and responsibilities, health and well being, summer activities, housing, parenting, and financial literacy.



COMMUNITY CONNECTIONS

Youth Group Activities

An integral part of the Community Connections service is our Youth Program. The youth team organized many small groups and outings to engage newcomer youth in their community, support them with their academic and personal goals, and create safe and welcoming spaces for youth to network and practice English. This past fiscal year, the youth team delivered over 434 sessions to 220 clients on a wide variety of topics including music, art, tutoring, leadership, cooking, theatre, soccer, and volunteering.

Highlights included our Winter Overnight Camp (20 youth staying overnight at Spencer Lodge participating in activities to build interpersonal and communication skills) and the activities organized around the International Day for the Elimination of Racism which aligned with Ontario Heritage Week. These activities celebrated the diversity of Ontario and Canada with a focus on inclusion and self-worth. Over 120 youth were engaged in these activities, including our Youth Taking Action team which brought 25 youth together to present and discuss topics related to ending racism and with a brainstorming session to create and present achievable goals for their community.



Fanshawe Dragon Boat Festival 2018

We had over all 35 enthusiastic youth who participated in London's Dragon Boat Festival. It was new and exciting experience for lot of our newcomer youth. During practice sessions prior to the festival they learned the importance of communication, coordination, leadership, and team work to get over the finish line successfully.

The experience instilled confidence in our youth group and illustrated the importance of maintaining physical & mental well-being. The event was a great opportunity to connect newcomer youth to various rowing teams in the London community at Fanshawe Lake. Building local connections allows newcomer youth to form a sense of belonging in the city.



Small Group Activities

We ran interest based small group activities and outings for adult newcomers and their families. We delivered 271 ongoing sessions for skill building, mentorship, and sports/recreation for a total of 824 new and returning clients. These groups involved volunteers and newcomers working together on tasks, learning new skills, and practicing English. The groups also provided an opportunity to expand in relationship building, share cultures, and further help newcomers in adapting to Canadian society. Within these groups, 48 sessions focused on sports and recreational activities such as fitness for seniors, yoga group, and intergenerational fitness. This program also included our Family Summer Camp activities which connected newcomer families to different parks and attractions across the city during the summer month. A highlight from the program was our overnight camping event, when we took our clients to Fanshawe Conservation Area to enjoy the nature and experience overnight camping as a cultural activity.

In the 2018-2019 fiscal year, it was the final year of the Integration in Specialized Care for Refugees program, which provided additional integration support for refugee claimants and privately sponsored refugees, and their sponsors. The program included two positions: a Network and Community Match Facilitator and a Group Counsellor. The team worked with refugees and vulnerable newcomers including private sponsor groups and Refugees, through events, one on one and groups session such as our Community Round-table Meetings, Women's Support Group, Women's Sewing and Social Group, and the Family Social and Support Group.

Through the group sessions, 234 clients received the information and support they needed to integrate in their communities and be empowered to make informed decisions. Newcomer women were supported through Women's Support Circle which assisted clients in overcoming unique barriers and challenges and improving their well-being to achieve their integration goals. Clients had weekly opportunities to participate in social connections and community life and were able to develop social networks with other newcomers while learning about relevant topics (self-care, health and nutrition, parenting, budgeting, trauma supports etc.)

During the Community Round-table Meetings, private sponsorship groups were able to connect with each other and develop a network in which information sharing and pooling of resources was facilitated. Fourteen workshops were held for 249 community partners and local stakeholders.





RESETTLEMENT ASSISTANCE PROGRAM (RAP)

The Resettlement Assistance Program (RAP) is funded by the Ministry of Immigration, Refugees and Citizenship Canada (IRCC) and provides essential resettlement services to Government Assisted Refugees (GARs) who arrive at our Centre.

The RAP team provides the following services to GARs:

- Essential orientations for housing, education, employment, etc.
- Initial needs assessment
- Life skills training and support
- Referral to medical resources
- Resources to access government programs (SIN, OHIP, etc.)
- Search for permanent housing
- Temporary accommodation

Special Initiative: Survivors of Daesh and Yazidi Refugees

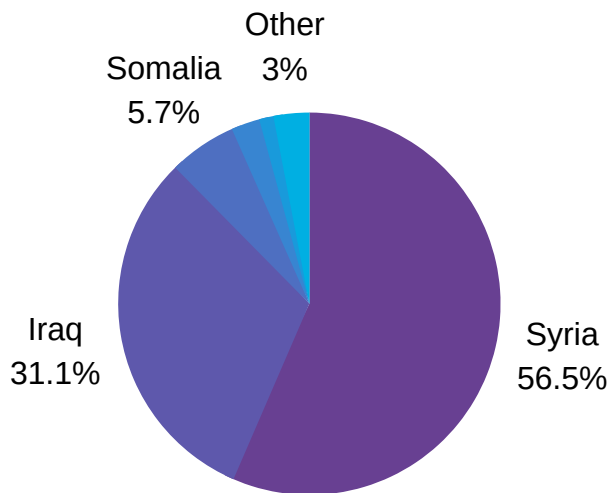
As IRCC's special initiative of resettling Survivors of Daesh and Yazidi Refugees continued this year, RAP welcomed another 66 individuals within the fiscal year. Most clients were from Iraq with 57 of the 66 newcomers who were Yazidi survivors of Daesh. Fifty-seven of the 66 individuals identified themselves as Yazidi. RAP also welcomed six single parent families consisting of single mothers with children.

Life Skills Support Program

Our Life Services Support Program helps newcomers' families adapt to life in Canada and adopt skills needed to transition into their new homes. Essential training is provided in areas of need such as accessing community services, transportation, banking, and shopping. Many of our clients need physical and emotional support.

This past year, the RAP team completed a Life Skill Worker Guidebook used by the Life Skill Workers as a manual with guidelines to assist the newly matched families. A special thanks to Andrew Bieber, the RAP volunteer who made the guide possible. In addition, a Housing Market Research project is underway with a focus on analyzing the recent housing market changes that have impact on the GARs. We look forward to reporting the results in the next year.

Arrivals According to Country of Origin



Success in Adversity

There were a number of challenges that presented themselves this past year including limited availability in affordable housing that made it difficult to find housing for large families, and clients with high medical needs, clients with post-traumatic stress syndrome who required additional support. Compounding these challenges, there were a large amount of arrivals. However, the RAP team resettled 116 families, 338 GARs who arrived in the fiscal year.

“ We know we’ve done our job when our clients don’t need us anymore. ”



FUND DEVELOPMENT

A key strategic goal identified by the CCLC Board of Directors for the 2018-2019 fiscal year was to reduce our reliance on government funding and increase alternative funding sources. As a result, the newly created Fund Development team connected with individuals, foundations and corporations to discuss their interest in supporting CCLC clients, programs and services.

Every refugee has a story and each donor does as well. The reasons why donors give to the CCLC are diverse, but most often they want their gifts to make a difference in the lives of refugees. Thanks to the generosity of our donors and sponsors, \$55,087 was raised.

Donors Make a Difference

Entrepreneurs were a step closer to realizing their dream when Moharram Ventures Inc. announced a gift of \$10,000 to support the Dream, then Do™ Venture Competition. The \$1,000 annual grant over the next ten years will provide seed money to help refugees create small businesses in London. The submissions were reviewed by a committee, comprised of local business leaders and CCLC staff, to select the winning idea. The grant recipient, Lisa Choi, was announced at the Life as a Refugee Conference. Originally from Korea, Lisa plans to start a photography studio in London.

Donor support also helped create new programs and initiatives for refugees and refugee claimants, supplemented existing programs where funding gaps existed, sponsored community events to help newcomers better integrate into the community, and provided funding for capital improvements.



\$58,087
Raised in 2018

Highest Priority Needs – Help where it's needed most

Over \$27,000 was raised to address urgent, unexpected, or priority needs that arose throughout the year. Thanks to Desjardins Insurance Group who directed their grant to our highest priority needs, Josephs' House was able to stay open. Our House provides temporary accommodations to refugee claimants who are not eligible for government assistance. "Sometimes they get here with the clothes on their back and not much else," says Nancy Finnerty, Refugee Claimant Settlement Counsellor at Josephs' House. About 50 guests stay at Josephs' House annually.

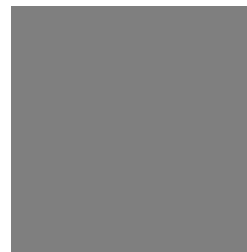
During a routine inspection, the fire department identified eleven interior doors at Josephs' House that had to be replaced with new fire safety doors to meet the current fire code. In order to comply with the requirement, the Highest Priority Needs Fund was used to help cover the replacement cost and keep Josephs' House open.

In Their Own Words...

This place was our first "home" here in Canada," says Julio. He and his family came from Columbia and stayed at Josephs' House when they first arrived. "When one is a newcomer, there are many feelings that invade you all at (the) same time: afraid, expectancy, hope, nostalgia, shyness. Home is that place where you can feel secure, welcomed, endorsed, guided... That was Josephs' House for us," he explained.

"...there will always be a special part at my heart dedicated to the lovely people that I had the privilege to meet at CCLC," said Bamdad, a former CCLC client

"I want to be a Canadian citizen and make a difference," noted Huda, a CCLC client



CCLC BY THE NUMBERS

2018-2019



Number of clients helped by our **Settlement Services:**



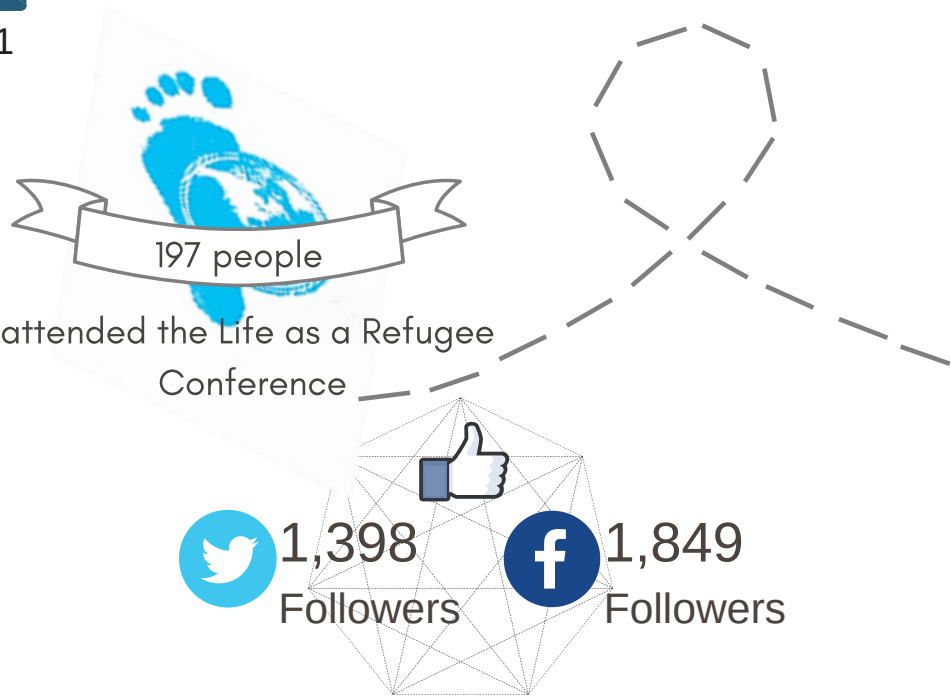
7,973



2,731

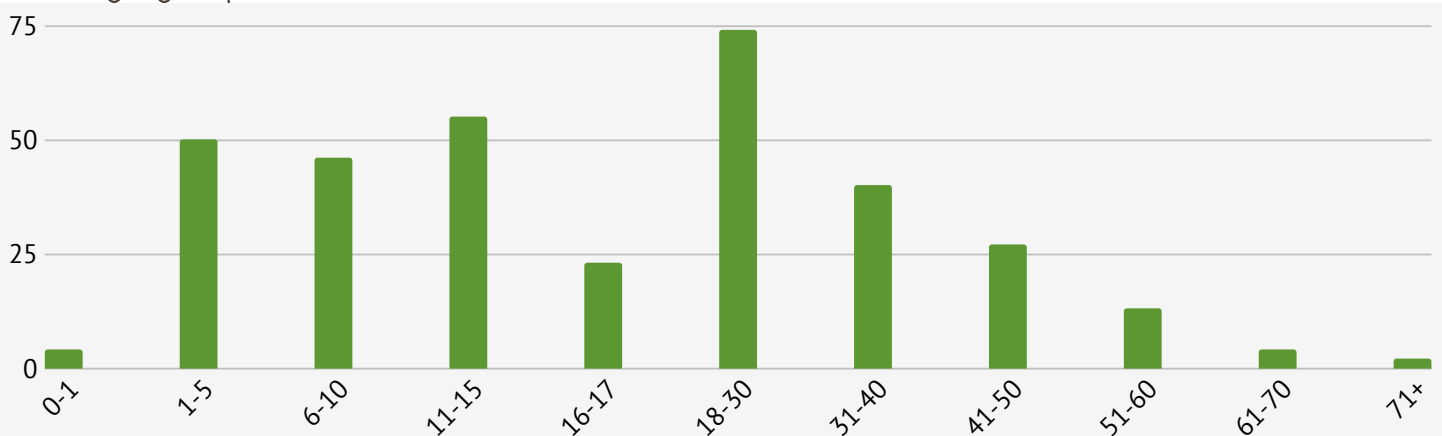


791



ARRIVALS BY AGE IN 2018-19

The Resettlement Assistance Program received arrivals from a diverse range of age groups.





Our volunteers contributed **13,601 hours** to our Community Connections programs!



40,891 visits to the London-Middlesex Immigration Portal



Visitors from various countries viewed the London-Middlesex Immigration Portal's Youtube channel **3,291** times.



Language Assessment and Referral Services (LARS) conducted **2,288** assessments.

LANGUAGE ASSESSMENT AND REFERRAL SERVICES (LARS)

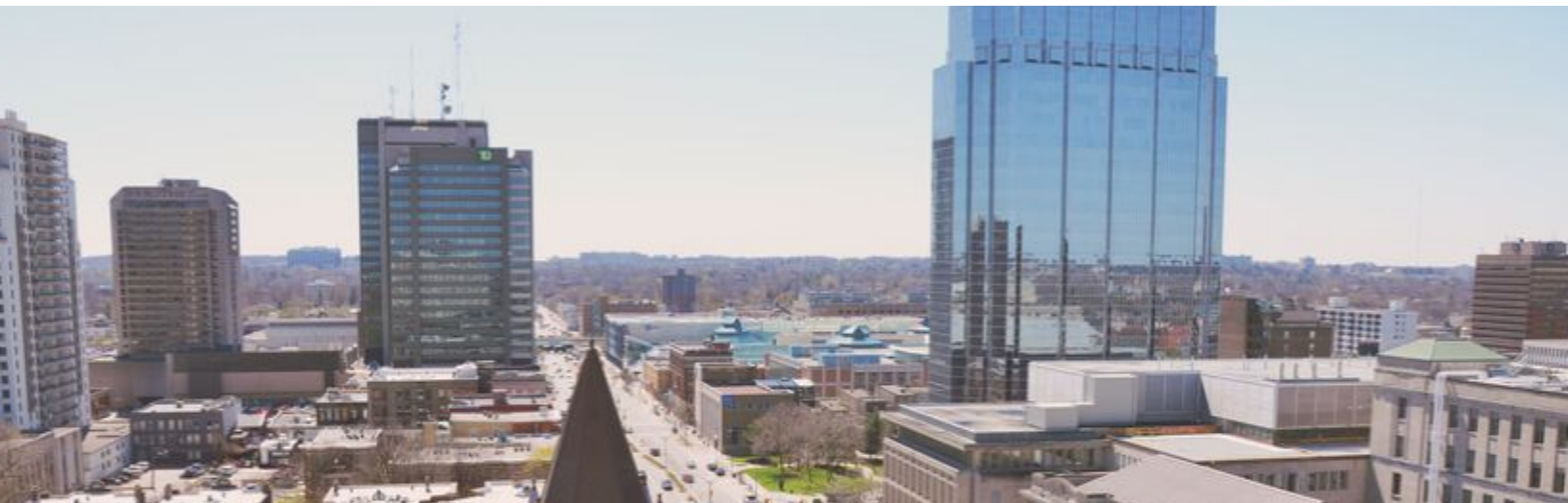
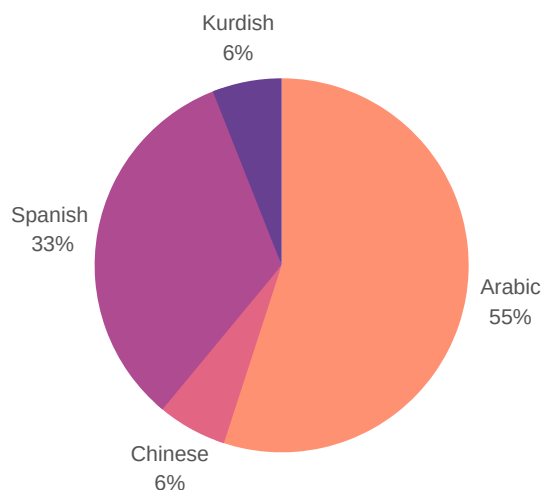
Between April 1, 2018 and March 31, 2019, Language Assessment and Referral Services conducted 2,288 assessments and provided services to over 3,104 clients. In the past, most of our clients have been Spanish speaking. However, in the last year we have seen Arabic emerge as the first language of the largest percentage of our clients followed by Spanish, Kurdish and Chinese respectively.

As well, there has been a change in the overall language proficiency of the clients we see. Over the past few years, the average Benchmark has increased slightly. For example, the “average” Benchmark used to be Benchmark 3; most of the clients assessed during this fiscal year were Benchmark 3, 4 and 5. Changed Benchmarks has had implications on the courses offered by language training providers.

In the past fiscal year, LARS and LINC/ESL Outreach staff travelled a total of nearly 9,700 kilometers to provide itinerant assessments and outreach services to London, Middlesex, Elgin, and Oxford Counties for the Thames Valley District School Board and the London District Catholic School Board.

Additionally, professional development is an important activity at the CCLC and the LARS staff have become involved in staff and management retreats, the online Annual Assessors and Coordinators Conference as well as a number of Recalibration workshops. These sessions were designed to ensure that assessments are conducted effectively ensure both the validity of assessment results and superior service for our clients.

Assessments by Language



LANGUAGE ASSESSMENT AND REFERRAL SERVICES (LARS)

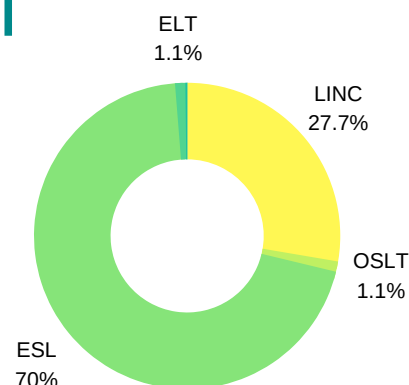
LARS staff were actively involved in several committees and work groups and have contributed to the CCLC Newsletter, the Social Committee, the Trauma and Violence Informed Care committee and the Refugee Health Fund Selection Committee.

We continue to host the quarterly Community Partnership Committee meetings which provide an opportunity for assessment, language training, and other service providers to meet with funders to share information and concerns and to discuss any issues related to language training.

As part of the assessment and referral process, we solicit feedback from our clients to ensure quality service. Feedback that we received continued to be positive and encouraging.

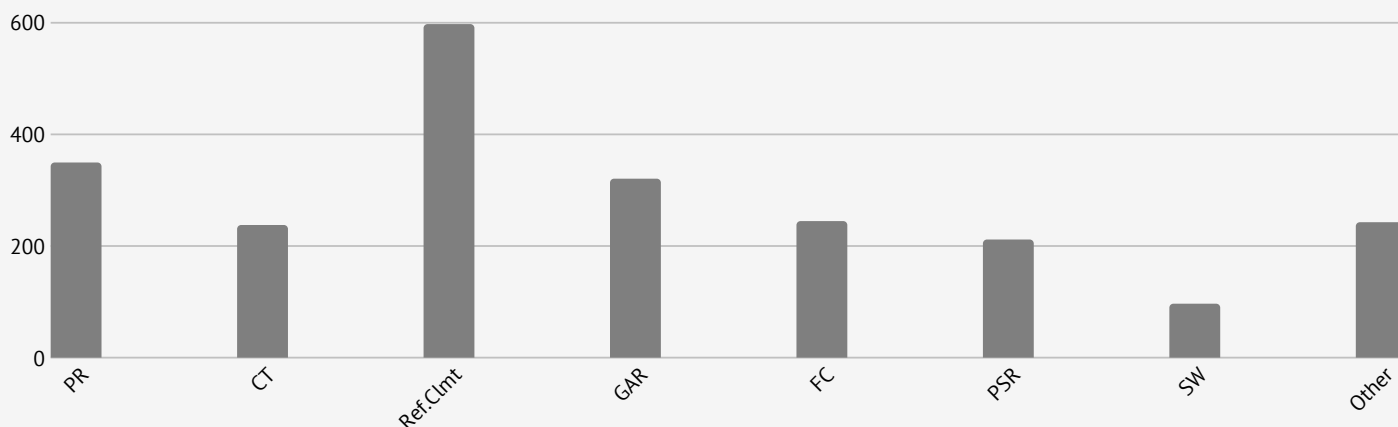
Assessed Clients by Program Referral

- LINC – Language Instruction for Newcomers to Canada = 458
- ESL – English as a Second Language (Provincially-funded) = 1158
- OSLT – Occupation-specific Language Training = 18
- ELT – Enhanced Language Training = 18
- Bridging – Work-related Language Training = 3
- Other – Clients Referred



Assessed Clients by Immigration Category

- | | |
|---|---|
| Permanent residents (PR) = 348 | Family Class (FC) = 243 |
| Citizens (CT) = 236 | Privately Sponsored Refugee (PSR) = 210 |
| Refugee claimants (Ref. Clmt) = 596 | Skilled Worker (SW) = 95 |
| Government Assisted Refugee (GAR) = 319 | Others = 241 |



SETTLEMENT SERVICES

Settlement programs at the CCLC assisted in welcoming newcomers and/or refugees to London in the form of one-on-one support, group workshops, orientation and information sessions, and referral to internal programs and external agencies. The programs offered included the Job Search Workshop (JSW), Newcomer Settlement Program (NSP), Orientation Services for Newcomers (OSN), Orientation to Ontario (O2O) and International Student Connect (ISC).

Housing

Rent costs in the London area have risen dramatically recently. Rental companies started asking for co-signers, last month's rent with each application and have even turned down Ontario Works recipients. OSN staff have been working diligently to keep a list of possible landlords and apartments who are accepting newcomers as well as contacting local churches and community organizations for resources to keep up with the housing demand.



Healthcare

In the 2018-2019 fiscal year, our OSN settlement counsellors continued to follow up with family physicians who were accepting new patients. The shortage of family physicians in the area presented many problems for families with small children or clients with major medical concerns.. Due to the high emotional/psychological trauma our clients faced, this made care difficult.

Settlement

Settlement Counsellors provided services to families outside of the usual scheduled orientation sessions to bring about a more personal connection, and to provide an opportunity to talk to counsellors on a one-to-one basis. This one-to-one connection brought out the trauma of war. Over time, families gained a sense of safety as they had someone to guide them through the settlement process. They reported feeling more independent and empowered to make decisions for themselves and their families. For example, many women moved to the forefront in the decision-making process in the family structure without compromising cultural norms.

Our main goal was to offer a safe and welcoming environment for our clients. OSN staff members assisted in any way they could. In addition to the regular services the settlement counsellors provided, they offered additional resources for housing concerns, filling out and/or following up with Canada Child Benefit forms, elementary/secondary school registration, community consultations and/or case-conferencing.

LGBTQ+ Services

Settlement services provided support to LGBTQ+ clients of diverse ethnic origins.

Highlights of the 2018-2019 year include:

- Advocating on behalf of clients who have been victims of homophobia
- Delivering “Diversity and Inclusion” training for newcomers in collaboration with the Diversity Officer from London Police Services
- Participating in the London Pride Festival event Pride Parade
- Attending ongoing meetings as a part of the Advisory Committees for Ontario Council of Agency Serving Immigrants (OCASI), Access and Equity Initiative programs
- The services of Positive Spaces Initiative in the Champion role were promoted in the London Community

Planning special events throughout the year including:

- LGBTQ+ Annual Picnic at Port Burwell
- LGBTQ+ Social gatherings held on a quarterly basis
- LGBTQ + Annual Winter Celebration

A LGBTQ+ settlement counsellor was mandated by IRCC to conduct outreach activities in the community, to uphold CCLC’s commitment to the Positive Spaces Initiative, and to inform service providers and the community at large that LGBTQ+ refugees/newcomers have unique needs in addition to settlement.

In collaboration with the Ontario Council of Agencies Serving Immigrants (OCASI) and the Positive Spaces Initiative (PSI), we utilized PSI modules to deliver sensitivity training to service providers, newcomer communities, and ongoing mandatory sensitivity training for new hires. LGBTQ+ services are part of the OSN program and we are looking forward to another busy year with more successes and the opportunity to make our community safer and accepting for newly arrived immigrants.



SETTLEMENT SERVICES

Settlement Outreach

Our settlement counsellors conducted outreach at two Ontario Works locations (Northland and Westmount Mall). They held information sessions on a variety of topics such as taxation, citizenship, immigration, volunteerism, employment, housing, financial planning, landlord/tenant rights, consumer rights, understanding monthly expenditures, and enhancing social skills.

Job Search Workshop (JSW)

The JSW program informs newcomers about the expectations of Canadian employers during the job search and hiring process. JSW is funded by IRCC and is available to Permanent Residents, Convention Refugees, and Live-In Caregivers.

The first step in the JSW process is to assign a facilitator to meet with each person individually. This creates an opportunity to learn more about each job seeker's experience and to recommend programs or agencies that would be useful, including the JSW four-day workshop. A Client Action Plan is created to summarize next steps recommended for each client's unique job search.



The program is available to eligible newcomers of any language level even if an interpreter is required. The Client Action Plan for those with less than a Canadian Language Benchmark (CLB) of level 4 will most likely result in a referral to other social service or community agencies and resources.

In collaboration with our Community Connections department, SWIS, and OSN, JSW facilitators met individually with high school students from Beal, Catholic Central, Banting and Westminster Secondary Schools to prepare students to gain part time jobs or volunteer hours.



Newcomer Settlement Program (NSP)

The NSP assisted clients, non-eligible for IRCC funded services, who were mainly Refugee Claimants. The program was offered at Josephs' House, an offsite location. Josephs' House is staffed by one full-time settlement worker and one part-time settlement support worker, who manages the dwelling and provides settlement services to residents and refugee claimants. They provide information about the refugee claimant process and assist with issues involving Ontario Works, healthcare, work permits, etc. Each week a Forms Workshop was held to assist clients with simple immigration applications.

Assistance was provided for the following applications:

- Permanent resident card
- Citizenship (adults and minors)
- Student permits (for refugee claimants and convention refugees)
- Work permits (for refugee claimants and convention refugees)



Orientation to Ontario (O2O)

The O2O program was co-funded by IRCC and the Province of Ontario and coordinated by COSTI Immigrant Services. The pilot initiative was designed to ease the transition of newcomers by providing access to standardized information about settling in Ontario and connecting newcomers to community services shortly after arrival. The O2O workbook and workshops were identified as a great resource for newcomers or anyone wishing to settle in Ontario. Both resources were available in English and Arabic.

International Student Connect (ISC)

ISC is a bilingual pilot project designed to identify and develop an appropriate service response to the settlement needs of international students pursuing post-secondary education in Ontario. The program was created to provide settlement support to international students and their families to assist them in integrating successfully if they decide to remain in Ontario after they have completed their studies. ISC is a partnership between colleges, universities and community settlement agencies. International students have specific needs compared to the general newcomer population due to a variety of factors and international students are not eligible to receive federally funded settlement services.

The project is coordinated by COSTI Immigrant Services, IRCC, and the Province of Ontario.

CLIENT SUPPORT SERVICES (CSS)

Newcomer Medical Clinic

Our Newcomers Medical Clinic is managed and staffed by the London InterCommunity Health Center in collaboration with our CSS department. A doctor, a nurse practitioner, and a nurse provide primary health care services for government-sponsored refugees for a period of six months after arrival in Canada. The clinic sees a wide variety of medical conditions, and completes Early Health Assessments for newly arrived refugees.

CSS Youth Update

Our CSS youth workers assist young Government Assisted Refugee (GAR) newcomers with their physical and mental health needs. They work closely with the Community Connections department, the YMCA, and other community partners to help GAR youth access various activities, employment opportunities, and community resources.

The Syrian Mental Health and Psychosocial Support Project

The Syrian Mental Health and Psycho-social Support Project, funded by the Canadian Red Cross, comprised of workshops and activities to improve the overall mental and psycho-social well-being of Syrian refugee participants.

The activities allowed families to break out of their shell and integrate into the Canadian society. We introduced them to Canadian culture through social activities focused on family unification, family strengthening, and mental well being. Through celebration and learning Canadian customs, newcomer families could heal & build

meaningful relationships together and escape their stressful situations for a short time.

We also helped Syrian refugees increase awareness of their new community. Each workshop was unique as they were themed around Canadian Holiday celebrations.



Our CSS department provides a client-centered and holistic approach to support government assisted refugees (GARS.)

Capacity Building

The purpose of CSS capacity building in the community is to educate the broader community about GAR issues and to strengthen our capabilities in providing culturally and linguistically appropriate services to GARS. Over the past year, there has been a range of activities to welcome and support GARS by providing them with accessible, equitable and inclusive services in London, including:

- A partnership with Forest City Film Festival to bring the documentary of Nadia Murad, Yazidi women’s activist and Nobel Laureate, called On Her Shoulders
- A partnership with National Film Board of Canada and Director Peter Svatek’s documentary entitled Angel Peacock following a 12-year-old Yazidi, newly arrived government assisted refugee, Dawod through his first year in London
- Multiple presentations to service providers and recently resettled refugee groups in London

Life as a Refugee Conference 2018

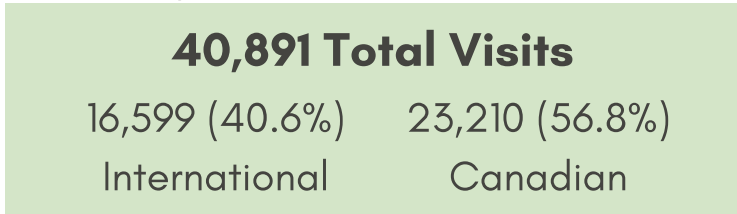
The 10th Annual Life as a Refugee Conference: “All Are Welcome Here” took place on World Refugee Day. This event was made possible in collaboration with 10 partner agencies and over 34 participating agencies/groups and almost 200 attendees. Our goal was to explore the challenges, barriers, solutions and promising practices around building welcoming and inclusive communities. Our keynote speaker was Claire Roque, President of the Canada Council for Refugees. The program included presentations by researchers, industry experts in our community, an insightful refugee panel an art exhibit, and the Engaged Refugee and London Champion awards.



THE LONDON-MIDDLESEX IMMIGRATION PORTAL

For twelve years, the London-Middlesex Immigration Portal has appealed to newcomers locally, nationally, and internationally. This on-line resource offers information on topics such as housing, education, and employment.

Local service providers who offer settlement, employment, education and health services to newcomers and the London-Middlesex Local Immigration Partnership (LMLIP) committee members also use the portal.

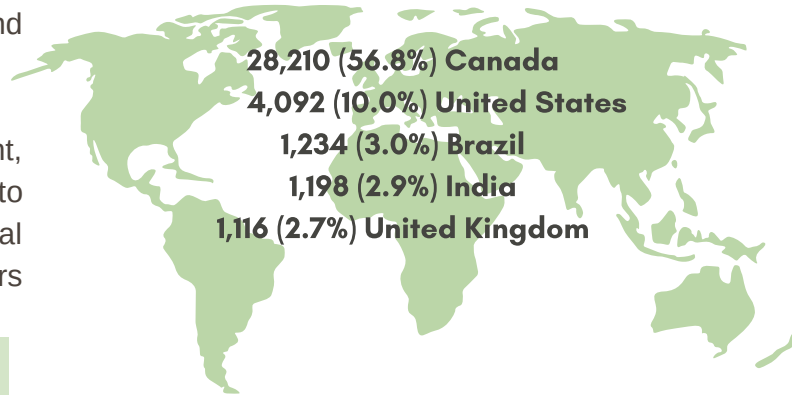


The London Cross Cultural Learner Centre (CCLC) maintains the site's content; answer emails from the 'Ask a Question' feature; provides outreach; and produces a quarterly newsletter.

The Portal's on-line planning toolbox, 'On the Move' provides pre- and post-arrival task list customized for the visitor who is planning a trip to London. The task list is generated from the Live & Work survey or the Study survey. There were:

- 1,158 Unique Visitors
- 428 Surveys Completed
- 282 Custom Lists Created

Top 5 Countries by # of Visits



Newsletter

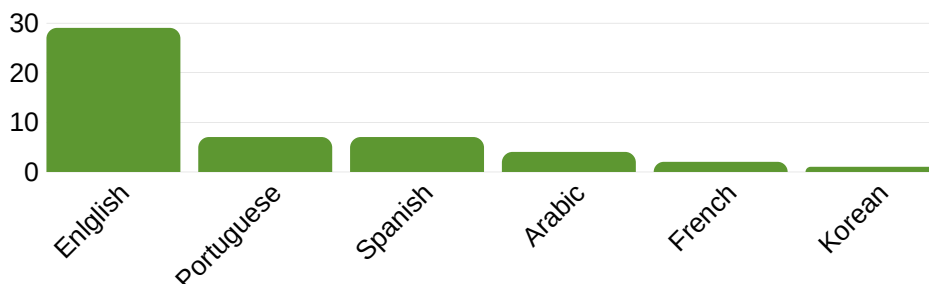
The Portal e-Newsletter has **267** subscribers (an increase of 8.6% from last year.)

- 101 Canadian
- 150 International
- 16 Private/Not Stated

Visit the portal today at immigration.london.ca or immigration.middlesex.ca



The portal's 'Ask a Question' feature received 50 inquires in the following languages:



SOCIAL ENTERPRISES

Intercultural Competency Advantage Program (ICAP)

Our mission is to develop intercultural competency in the workplace and community. We envision a vibrant society where cultural diversity is recognized and valued.

Services

Our Intercultural Education (IE) program, designed for businesses, institutions, and not-for-profits, is entirely based on academic research covering three main subjects: Fundamentals of Intercultural Competency; Effective Intercultural Communication; Power Dynamics and Systemic Discrimination. This past year, the most requested module was the Fundamentals of Intercultural Competency, provided through a 3-hour workshop.

In 2018-19, we offered the new Train the Trainer Certification for those who want to become ICAP Certified Trainers and provide the training within their organization or as consultants. Thirty people were certified.

Next Steps

We are looking to create on-line materials and on-line courses; establish a robust social media presence; increase our research activity; improve the support offered to Certified Trainers; and, focus on partnerships with training providers working on similar areas of study (mental health, indigenous studies, organizational evaluation.)

2,650
trained by ICAP 

300+ hours of training delivered
by ICAP Certified Trainers



SOCIAL ENTERPRISES

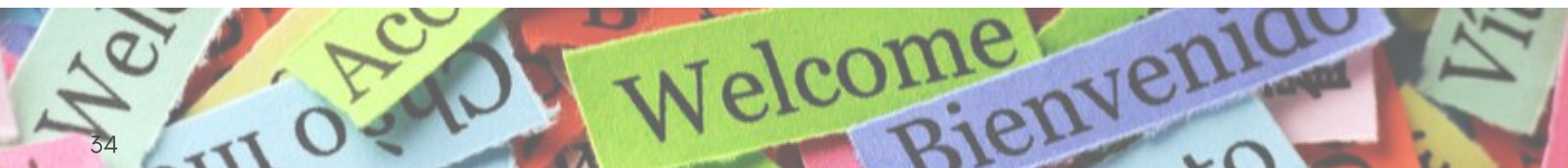
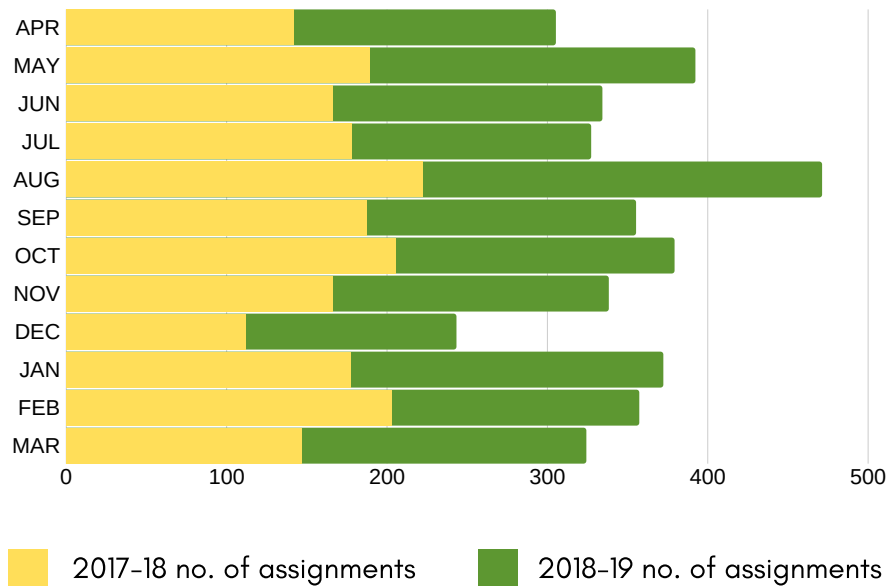
Language Services Department

Translation Services

Our translation department has had an increasingly productive year working with Arabic, Chinese, and Spanish documents. Translations were provided for various stakeholders for documents for education purposes, marriage licenses, drivers tests, immigration and more. Our talented translators worked diligently to offer professional and timely translations to the satisfaction of our clients. Many translation assignments have strict deadlines and we are proud to meet these goals and surpass them. A great number of our clients are partner organizations or private businesses who are seeking professional translations of either professional working documents or marketing material. We look forward to meeting new goals for the next fiscal year. We are so fortunate to have dedicated translators and our clients who provide the documentation.

Number of translation assignments provided for the fiscal year 2018-2019 was 2116 assignments compared to 2094 assignments in 2017-2018.

Translation Comparison Between 2017-18 & 2018-19

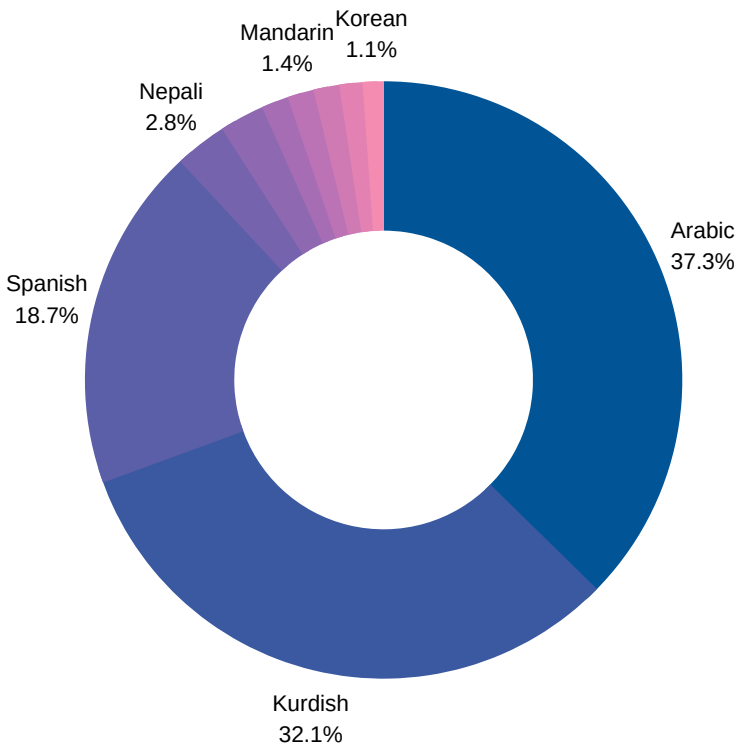
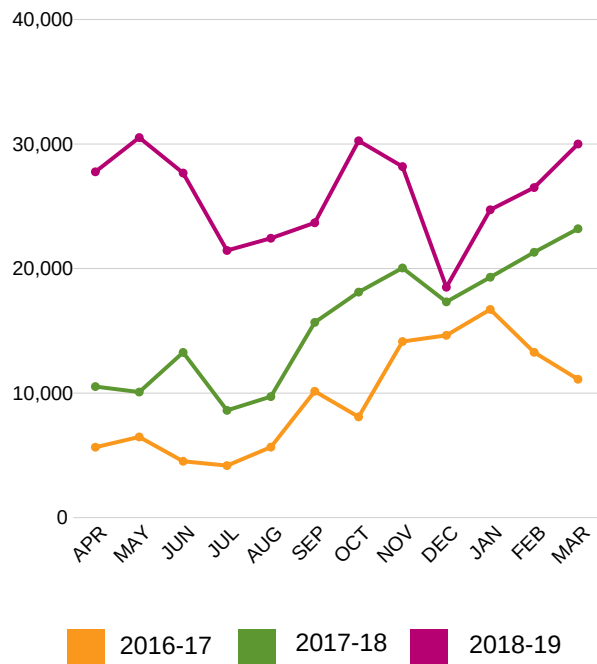


Interpretation Services

It was a very successful year for Interpretation Services. We expanded our data base of service providers and provided training to many interpreters with a variety of different languages to meet the needs of our growing number of clients.

Interpretation nearly doubled in the amount of assignments completed this year. CCLC Interpreters completed 4,092 assignments compared to 2,192 last year, for a variety of service providers with different language needs.

Revenue Growth in the Last 3 Years



We provided services in 41 languages. The most requested languages include:



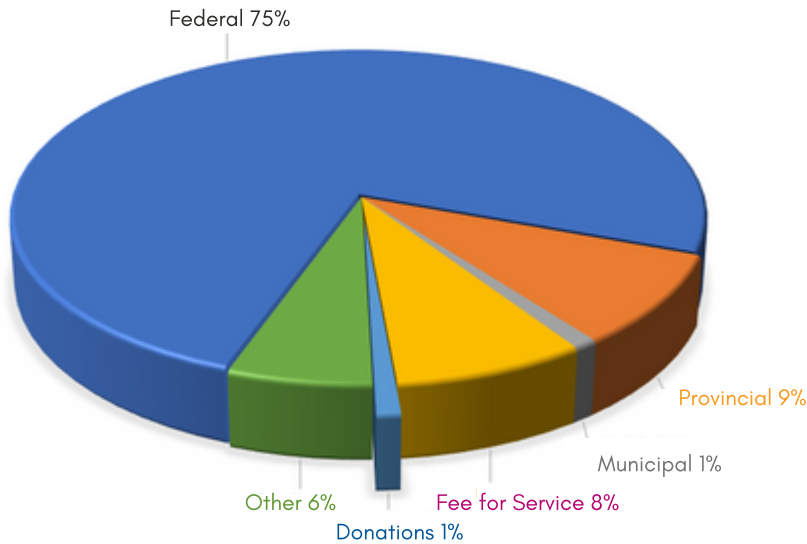


Celebrating 50 years...



2018 - 2019 FINANCIAL STATEMENT EXCERPTS

Funding Sources

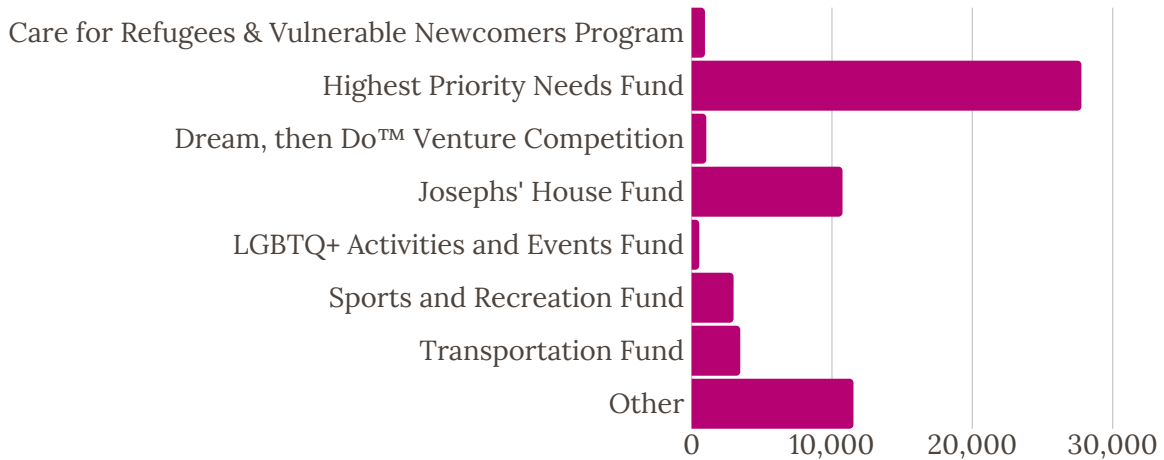


Total Assets	\$3,619,241
Total Liabilities	\$1,332,451
Net Assets	\$2,286,790
Total Revenue	\$6,817,740
Total Expenses	\$6,722,401
Excess of Revenue over Expenses	\$95,339

Note: The CCLC Audited Financial Statements are available upon request.

Fund Development

Donations were directed to support these areas of focus:



THANK YOU TO OUR CIRCLE OF DONORS

Visionaries (\$10,000+)

London Hydro

Leaders (\$1,000 - \$9,999)

Desjardins Insurance Group
Global Warranty Management Corporation
Izzeldin Mohamed Medicine Professionals
Johnston, C.
Moharram Ventures Inc.
Non Resident Nepalis National Coordination Council
Pillar Non Profit Network
SelectPath Benefits & Financials Inc.
Sharifi, M.
Sisters of St. Joseph of the Diocese of London Foundation
The Benevity Community Impact Fund
Toronto Dominion Bank

"Our donors are helping to build a more welcoming community where newcomers can succeed. Thank you!"

Builders (\$500-\$999)

Anderson Communications Incorporated
Apostolic International Center of Praise
Barber, J.
Hussain, R.
Kiwanis of Forest City - London
Marochko, V.
Rasinlic, T.
Zarbatany, L.

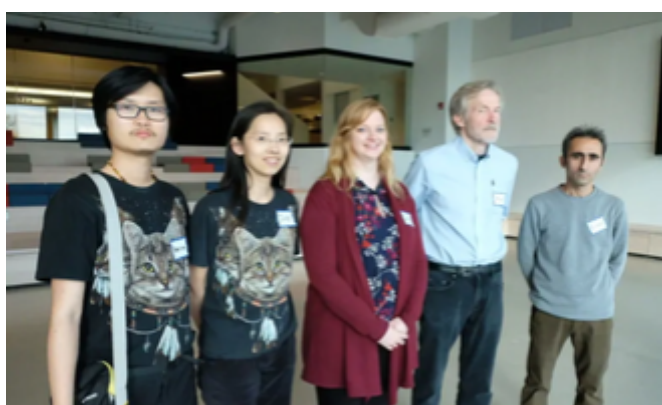
Friends (\$100-\$499)

Aisha, S.	Dam, T.	Kaiser, B.	Radcliffe, D. & S.
Apel, Y.	De Verteuil, J.	Kealey, J.	Rasinlic, A.
Ayala Ayala, L.A.	Dorais-Plesko, C.	Londini, V.	Sheikh, S.
Barmby, P.	Gerner, G.	London Centre Pharmachoice	Sykes, S.
Beyene, M.	Geukers, L.	Maclachlan, B.	Thames Valley District School Board
BGE	Goldschlager, A.	Michael Loebach Barrister and -	The Medicine Shoppe Pharmacy
Burne, B.	Hamilton, J.	Solicitor	Van Amerom, D.
Ceneviva, T.	Hansen, R.	O'Grady, D.	Walsh, S. & L.
Coleman, B.	Huang, B.	Parkway Garden Centre	Wharry, E.
Dai, S.	Jorgensen, D.	Pierce, G.	

SPECIAL ACKNOWLEDGEMENT

The CCLC has several partnerships that allow us to provide more comprehensive support and services to our clients. We would like to acknowledge the following organizations with whom we have partnered:

Access Centre for Regulated Employment
Big Brothers Big Sisters of London
Boys & Girls Club of London
Canadian Cancer Society
Canadian Mental Health Association
Childreach
Children's Aid Society London & Middlesex
City of London
Collège Boréal
Community Legal Services of Western Law
COSTI Immigrant Services
Dundas Street Centre United Church Good - Samaritan Cupboard
Family Centre Carling-Thames
Family Centre Fox Hollow
Fanshawe College
Fire Department - City of London
Fringe Festival
Growing Chefs of Ontario
Home County Festival
Innovation Works
INVORG
Islamic Centre of Southwest Ontario
John Howard Society of London and District
Literacy Link
London Arts Council
London Catholic District School Board
London Economic Development Corporation
London Employment Help Centre
London German Language School
London InterCommunity Health Centre
London Life Youth Unites
London Middlesex Local Immigration Partnership
London Multicultural Community Association
London Muslim Mosque
London Police Services
London Public Library
London Youth Advisory Council
LUSO Community Services
Merrymount Family Support and Crisis Centre
Middlesex-London Health Unit
Midtown District Association
Mission Services of London
Museum London
Muslim Resource Centre for Social Support and Integration
My Sister's Place
Ontario Council of Agencies Serving Immigrants
Ontario Works
Pillar Nonprofit
RBC Royal Bank
Salam Donation Centre
Sisters of St. Joseph of the Diocese of London Foundation
South London Neighborhood Resource Centre
St. Michael & All Angels Anglican Church
Stronghold Services Corporation
Thames Valley District School Board
The Canadian Mental Health Association
The City of London
The London Consistory Club
Vanier Children's Services
West London Alliance Church
Western Centre for Research on Migration and Ethnic Relations
Western University
WIL Employment Connections
YMCA of Southwestern Ontario
Youth Opportunities Unlimited





Newcomers

Collaboration

Advocacy

Inclusion

Diversity

Compassion

Community

Ethics