



COSTI IMMIGRANT SERVICES ANNUAL REPORT

2007 | 2008



PRESIDENT'S ANNUAL REPORT

This past year COSTI was presented with a number of changes and opportunities to broaden our service to the community. Most notable, was the establishment of the first Welcome Centre in York Region, funded by Citizenship and Immigration Canada, with support from the Province.

The Welcome Centre in Vaughan is a model of true partnership, with COSTI taking a lead role and four core partners coming together to provide one-stop service in the areas of settlement, language training, accreditation and qualifications, and employment supports.

The agency also celebrated its 55th anniversary. The Board viewed this milestone as an opportunity to reflect on our service direction and to develop a Strategic Plan that would guide the organization over the next five years. The strategic planning process reaffirmed the organization's overall vision and goals and also assessed the relevancy of the objectives and strategies in relation to the growing and diverse needs of the community. The Board of Directors reaffirmed the continued relevance of COSTI's Mission as an immigrant-service organization and encouraged continued collaboration and co-operation with similar organizations.

While the Board agreed that the organization's service delivery should be enhanced with the development of new and innovative service models, it recognized that COSTI has a dual responsibility and mandate to provide direct services and to conduct public education and advocacy. Clearly, steps towards advocacy must be approached in an objective and apolitical manner. The Board also views Community Development as a priority area, with COSTI continuing to play a leadership role in the community, while enhancing its role through the development of specific goals and objectives.

Community engagement has always been a priority for COSTI – our organization's Mission reflects this belief. The Strategic Plan reinforces this priority by recognizing that social cohesion is a critical aspect of a successful and rich multicultural society in Canada. Over the next five years, COSTI's Board and staff will strive to develop program directions and services that work towards ensuring that all COSTI clients, immigrants and refugees achieve true and full participation and integration into Canadian society.

As we approach our 60th anniversary, we look to the future with renewed hope and pride. However, with unstable economic times upon us, we must also approach the future with a degree of prudence. Together with staff, clients, volunteers and community partners, we must remain vigilant to safeguard our goals as we continue to work towards achieving our vision.

It is an honour and a privilege to serve on the Board of such a dynamic organization and to work with such a dedicated group of individuals, both at the Board and Staff levels. To everyone that has worked so hard over the years to make COSTI the successful organization that it is today, my thanks and appreciation.



Bruno M. Suppa
PRESIDENT



EXECUTIVE DIRECTOR'S ANNUAL REPORT

A woman visited COSTI's Housing Help Centre for assistance with her rent. She was raising her four young children on her own and had fallen behind her rental payments because her baby had been hospitalized with a critical illness. Her devotion to her child meant that she missed work.

Time off work meant no income. She had daycare costs for her other children and this made it difficult for her to save any money. What was particularly sad was that her mother used to help her with the care of the children but, was tragically killed by a drunk driver. Now this woman's life became a pressure cooker involving trips to the hospital, food banks and missed rent payments, which jeopardized her housing. COSTI's rent bank assisted her with two months' rent to help her catch up with her bills and put her back on track.

While an immediate crisis was averted for this woman, the real tragedy is that when one is poor, all it takes is an illness, the loss of a job, an unexpected expense... to push one over the edge. Poverty has been growing amongst immigrants with unemployment rates running at twice the national average of non-immigrants. The unavailability of affordable housing in the greater Toronto area adds to the daily stresses. According to the Wellesley Institute, housing is the biggest expense for low, moderate and middle-income households.

A study released in 2008 by the Canadian Policy Research Network entitled, "Housing for Immigrants in Ontario's Medium-Sized Cities" made the following points:

- Immigrants who do not have access to affordable housing are severely constrained in terms of social well-being; they can become spatially segregated, they lack community support networks and they postpone social development and civic engagement.
- Lack of social housing leads immigrant women to face discrimination in the private market, especially if they are visible minorities or have children. Immigrant women suffering domestic abuse may be trapped in violence if they cannot access affordable housing to escape. *(In fact, as much as 29% of clients of COSTI's Housing Help program are victims of abuse).*

- Immigrant children growing up in substandard housing face numerous educational and health difficulties, some of which persist strongly into adulthood.

Who speaks for these people? Who recognizes that there are solutions and that all of society benefits when people are allowed to salvage their dignity and are given a second chance to recover from catastrophe?

With these questions in mind, COSTI joined Housing Help Centres from across the province to found a Housing Help Association of Ontario to advocate for more affordable and suitable housing for economically-deprived people. The Association has made a good start with the support of the Ontario Trillium Foundation.

This initiative is one small contribution to poverty reduction strategies that include working in broader coalitions and helping individuals directly to access training opportunities and to find jobs that can provide a fair living wage.

If one person benefits from such interventions, the whole community benefits.



Mario J. Calla
EXECUTIVE DIRECTOR



LANGUAGE INSTRUCTION AND SKILLS TRAINING

CLIENTS SERVED

English Language Instruction: 7,772

COSTI Language Instruction and Skills Training Services experienced significant growth in the past fiscal year with the expansion of the Enhanced Language Training program (ELT) in Toronto, York and Peel Regions, and the opening of the Vaughan Welcome Centre, where Language Instruction for Newcomers to Canada (LINC) and English as a Second Language (ESL) programs are now accessible to residents of Vaughan and the neighbouring area.

Language instruction constitutes a key stage in the settlement process of newcomers. It enhances social cohesion by equipping newcomers with the necessary language skills to pursue higher education, meaningful employment and successful careers. Through language instruction, newcomers are introduced to Canadian culture and society as well as a wide range of community information. This facilitates their access to services and reduces isolation.

Following a successful pilot launched at COSTI's Richmond Hill location in 2006, the Enhanced Language Training (ELT) program was expanded to our North York, Caledonia, Markham and Corvetti Education Centre locations in 2007/08. Funded by Citizenship and Immigration Canada, the ELT program offers high level job-specific

language training to internationally trained individuals in the sectors of Child Care, Information Technology, Accounting and Office Administration. The ELT program adopts a holistic approach in bridging newcomers to employment by combining language training with online terminology training, employment preparation as well as assisted work placement. The results were positive, with over 70% of the participants successfully securing employment.

Another training initiative – Workplace English Instruction, experienced significant growth in 2007/08. Upon the request of employers, COSTI in partnership with the York Catholic District School Board, offered language training instruction to their employees within their work premises, making the service more accessible to individuals who are already at work. As the Canadian workforce is becoming more diverse, more employers now recognize the need for and benefits of language training for employees in the workplace. This service was extended to Toronto within the last year, resulting in the delivery of two successful training cycles.

To better meet newcomers' service needs, COSTI Settlement Counsellors are now available onsite at COSTI Markham and Richmond Hill Centres. Following the holistic service concept, clients attending English Language classes in our York Region programs can now conveniently access settlement counselling services under one roof.

CLIENTS SERVED

Skills Training: 308

COSTI's computer and skills training courses offer yet another channel for upgrading and access to better opportunities.

Thirty nine microcomputer training programs were offered in Microsoft Office, AccPac training and Simply Accounting. Classes were offered parttime in the evenings or weekends. Offering varied class schedules allows COSTI to accommodate individuals with daytime commitments such as work or job search. 89% of the participants graduated from COSTI's computer programs in 2007/08.

A province-wide initiative funded by the Ontario Women's Directorate, the Women's Online Training and Support Program (Women of Courage) targeted women who had experienced abuse or who were at risk of abuse. The program addressed those who were incapable of accessing on-site existing services including those who were home-bound (with child and/or family-care responsibilities), lived in remote areas, had physical disabilities or were underemployed. An overwhelming number of individuals applied for the program, 40 individuals were enrolled. The program connected women to a broad range of information, resources and helping services to assist them in rebuilding their self esteem and exploring employment opportunities. To date, 82% of the graduates successfully found employment and became self sufficient financially.



EMPLOYMENT SERVICES

CLIENTS SERVED

Adults: 19,209

Youth: 3,702

During 2007/08, Employment services staff helped over 8,900 unemployed adults and youth, in achieving their employment, educational, or training goals. Many found employment through COSTI's Employer data base which currently houses over 1,400 firms.

The increased recessionary pressures on the Canadian economy were felt locally in both Peel and York Regions in 2007/08. COSTI was involved in three labour adjustment projects affecting over 2,000 laid off workers. In many cases workers have been employed long term, but are semi-skilled, often without Grade 12 education and limited English language skills. Information sessions, workshops and one-on-one counselling have been provided to many workers who are experiencing the stresses of job-loss along with limited income supports.

This year, a number of online resources were developed and launched in an effort to enhance existing employment services. COSTI's Online Training initiative expanded to include a resource library/information module, as well as three additional occupation focussed workshops. Clients can now register online remotely and connect with

"Employment services staff helped over 8,900 unemployed adults and youth, in achieving their employment, educational, or training goals."

a Counsellor to facilitate their job search. New collaborations with COSTI's Enhanced Language Training program will enable more clients to access this service at their own pace and time, free of charge.

COSTI continues to work in partnership with Pro Bono Law Ontario, Torys LLP, TD Bank and MRSI Consulting, in providing internationally trained individuals and newcomer business persons with an alternative to salaried employment, by exploring entrepreneurship opportunities through business development workshops and one-to-one consulting. A new partnership was also developed with the Rotman School of Management and COSTI. This partnership will provide internationally trained individuals with a Canadian credential and grounding in Canadian management norms and practices that will support their upward career mobility.

The Specialized Employment and Training Services staff team continued to address the employment challenges of Ontario Disability Employment Supports participants, Ontario Works and Workplace Safety and Insurance Board clients who face multiple employment barriers and for numerous reasons have great difficulties in both achieving and maintaining employment. 103 participants were successfully placed in jobs.



SETTLEMENT, HOUSING, FAMILY AND MENTAL HEALTH SERVICES

CLIENTS SERVED

Settlement Services: 9,533

Housing Support: 8,576

Family and Mental Health Services: 1,514

One of COSTI's main priorities for the 2007/08 year, was to ensure that clients have access to services in the areas they reside in, thereby reducing the need to travel great distances to receive services. Through COSTI's online services and province-wide initiatives, COSTI is starting to take steps in reducing the gap and making every effort to ensure that services reach out to isolated communities throughout the province.

COSTI's Social Services staff provided over 58,060 services to 19,623 individuals seeking settlement, family counselling, housing and mental health services. The ongoing challenge for many programs is maintaining the same level of service that responds effectively to community needs, given limited resources.

In an effort to improve access to services by the community, a review of the agency's Settlement Services was undertaken in 2007/08, with an aim to increasing off-site locations across Toronto, Peel and York Regions, where appropriate. Newcomers to Canada and long-term residents can now receive assistance with their settlement needs, including the completion of application forms for immigration, pension, social housing, citizenship and subsidized housing needs, through thirteen locations. The review process also resulted in the establishment of new partnerships with agencies across the greater Toronto area to more effectively serve Government Assisted Refugees.

Family and Mental Health Services worked with over 1,500 individuals seeking counselling that is sensitive to their cultural needs. Services are available to individuals, couples and families of Italian heritage. Psychiatric assessments and followup are also available to individuals experiencing personal, emotional and psychiatric disorders. The objective to eliminate all wait lists for psychiatric appointments was met successfully in 2007/08 through the coordinated efforts of the Clinical Counsellors and the psychiatrist. While the volume of referrals

remains at a high level, staff have been able to continue to meet the ongoing challenges. Problem Gambling staff provided culturally sensitive services to 183 individuals and family members in the Italian, Spanish and Portuguese speaking communities who are struggling with a gambling addiction issue.

COSTI's Housing Help Services remain a vital service to alleviate the issues faced by a large number of immigrants, recent newcomers and Canadian citizens that are homeless as well as the "hidden" homeless population. COSTI's model of service delivery helps to build and support strong communities. All program components share caseloads with similarities. Critical systemic issues such as poverty, low level of education, social exclusion due to race, age and gender remain the most prevalent barriers for clients to improve their living conditions. The service objectives remain the same – to find permanent solutions for persons living in vulnerable housing conditions and/or on the street. Youth, pregnant teens, victims of violence and seniors are the most vulnerable groups. During the winter months, Housing Help staff saw an increase in female victims of violence due to a special program available for them to access rent-geared-to-income units. This program empowered women to end their abusive relationships because of the possibility of accessing rental rates that they could afford.

COSTI's Reception Centre continues to provide temporary accommodation and initial settlement services to Government Assisted Refugees referred to COSTI by Citizenship and Immigration Canada and to refugee claimants through the City of Toronto's Hostel Services. In 2007/08, approximately 70% of the refugees staying at the Centre had special needs. Most of these needs were of a medical nature. In addition, the Life Skills program became an integral part of the Resettlement Assistance Program, with 139 clients receiving services in their own language. The services focused on functional skills such as the safe use of appliances, observing hygienic practices and use of hygiene products, maintaining good health, observing safety while utilizing public transportation, finance and budgetting, etc.



WOMEN, SENIORS' AND YOUTH SERVICES

CLIENTS SERVED

Women: 2,992

Seniors: 660

Youth: 5,200

COSTI's Women's Services, encompassing a wide variety of programs, assists women of diverse backgrounds and experiences in overcoming economic, health, legal and cultural barriers. Through funding received from the United Way and the City of Toronto, women received individual counselling; accessed our Violence Against Women Program; received training to become self-employed Home Childcare providers; and attended lifeskills workshops on stress management, assertiveness training, True Colours, and Canadian workplace expectations. Family and Mental Health Services also implemented services for Spanish-speaking women who have suffered trauma.

Through recreational, education and cultural activities, as well as information, referral, and supportive counselling, COSTI's Seniors Services effectively engage isolated seniors. COSTI continues to operate the Elderly Persons' Centre and Encuentro Latino, a Spanish speaking seniors group, while continuing to support the Canadian Italian Family Assistance Association (CIFAA) and Le Caravelle Club. Bosnian seniors received assistance with the organization of culturally meaningful activities, one of which was the development of a New Horizons project to organize a Community Garden, launched in September 2007.

COSTI's Youth Services have been developed based on the understanding that all young people have the right to be provided with support, guidance and opportunities. Our programs provide youth seeking employment with individual counselling, on-the-job training, summer jobs and apprenticeships. In 2007/08 through funding received from Citizenship and Immigration Canada, COSTI's Youth Services expanded to include settlement services for youth residing in Brampton, Scarborough, Vaughan and Toronto. Services available to youth include information referrals, counselling, employment related services and orientation. COSTI continues to operate a youth Recreation Program, children's summer day camp at the North York Centre and childcare services for parents attending English language instruction.

“Through recreational, education and cultural activities, as well as information, referral, and supportive counselling, COSTI's Seniors Services effectively engage isolated seniors.”



MISSION STATEMENT

COSTI provides educational, social, and employment services to help all immigrants in the greater Toronto area attain self-sufficiency in Canadian society.

COSTI, founded by the Italian community to meet a shortage of services for immigrants in the post war era, is today a multicultural agency that works with all immigrant communities having a shortage of established services.

BOARD OF DIRECTORS

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FUNDERS

GOVERNMENT OF CANADA

Citizenship and Immigration Canada

Enhanced Language Training
Immigrant Settlement and
Adaptation Program
Job Search Workshops Program
Language Instruction for
Newcomers to Canada
Resettlement Assistance Program

Department of Canadian Heritage

Service Canada

Summer Career Placement
Youth Skills Link

GOVERNMENT OF ONTARIO

Ministry of the Attorney General

Ontario Victims Services Secretariat

Ministry of Citizenship and Immigration

Newcomer Settlement Program

Ontario Women's Directorate

Employment Training Pilot Projects

Ministry of Community and Social Services

Domestic Violence, Violence Against
Women Program
Ontario Disability Employment
Supports Program

Ministry of Health and Long Term Care

Acute Services Division
Addictions Programs, Mental Health
and Addictions Branch
Community Health Division,
Toronto Region
Long Term Care Division

Ministry of Training, Colleges and Universities

Employment Assistance Services
Job Connect
Summer Jobs Service

The Ontario Trillium Foundation Workplace Safety and Insurance Board

CITY OF TORONTO

Community and Neighbourhood
Shelter, Housing & Support Services
Community Services Grants Program
Homelessness Initiatives Fund
Homelessness Partnership Initiative
Ontario Works

GOVERNMENT OF ITALY

ONTARIO PROBLEM GAMBLING RESEARCH CENTRE

UNITED WAY TORONTO

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FOUNDATIONS

AFP Foundation of Philanthropy
CHUM Charitable Foundation
The Law Foundation of Ontario
F.K. Morrow Foundation
Raptors Foundation
RBC Foundation
Sir Joseph Flavelle Foundation
Toronto Community Foundation
Toronto Star Fresh Air Fund

The Board of Directors of COSTI Immigrant Services acknowledges with thanks, the outstanding contributions, support, and inspiration received from our funders, donors, partners, clients, volunteers, and staff, for over five decades.

It is COSTI's philosophy that productive membership in our society and good citizenship are enabled when individuals are given the means to fully participate.



SERVICE PARTNERS

AGENCIES

A Commitment to Training and Employment for Women (ACTEW)

Abrigo

Access Alliance Multicultural Health and Community Services

Access Riverdale

Accessible Community Counselling and Employment Services (ACCES)

Action for Neighbourhood Change

Afghan Association of Ontario

Afghan Women's Organization

African Canadian Social Development Council

African Community Services of Peel

Africans in Partnership Against HIV/AIDS

Agincourt Community Services

AIDS Committee of Toronto

Alternative Youth Centre for Employment

Armada Community Centre

Arab Community Centre of Toronto

Bala Avenue Community School

Bendale Business and Technical Institute

Bengali Cultural Society

Bickford Centre (The)

Birchmount Collegiate Institute

Brampton Board of Trade

Brampton Multicultural Community Centre

Canadian and African Business

Women's Association

Canadian Arab Federation

Canadian Centre for Addiction and Mental Health

Canadian Centre for Victims of Torture

Canadian Hearing Society

Canadian Italian Family

Assistance Association (CIFAA)

Canadian Mental Health Association, Toronto Branch

Canadian Council for Refugees

Catholic Community Services of York Region

Catholic Cross-cultural Services

Catholic Family Services of Toronto

Catholic Immigration Centre

Centre for Information and Community Services

Centre for Skills Development and Training (The), Burlington

Centre Francophone

Children's Aid Society, Toronto

Chinese Community Services

Chinese Family Services of Ontario

Christian Centre for Islamic Studies (The)

Collaborative of Adult Employment Centres of Ontario

Community Care Access Centre

Community MicroSkills Development Centre

Community Social Planning Council of Toronto

Community Social Planning Council of York Region

Consortium of Agencies Serving Internationally-trained Persons (CASIP)

Corbrook

Credit Counselling Services of Toronto

Crescent Town Daycare Centre

Crescent Town Healthcare Centre

CultureLink

Daily Bread Foodbank

Davenport Perth Neighbourhood Centre

Delta Family Resource Centre

Dixie-Bloor Neighbourhood Services

Durham Region Unemployed Help Centre

Elsbeth Heyworth Centre for Women

Enbridge

Eritrean Canadian Community Centre

Ethiopian Association in Toronto

Family Service Association of Toronto

FCJ Refugee Centre

Flemingdon Community Legal Services

Flemingdon Neighbourhood Services

Folk Arts Council of St. Catharines

For You Telecare

Fred Victor House

Global Experience Ontario

Goodwill Industries

Greek Orthodox Family Services and Counselling Wife Assault Program

Halton Multicultural Council

Hincks-Dellcrest Early Years Centre

Hispanic Development Council

Human Endeavour

India Rainbow Community Services of Peel Intercede

Inner City Angels

Iranian Social Service Workers' Network

Jamaican Canadian Association

Jewish Family and Child Services of Toronto

Jewish Family Service of Ottawa-Carleton

Job Skills

JobStart

JVS Toronto

King Edward Public School

Kingston Employment and Youth Services (KEYS)

Kitchener Waterloo Multicultural Association

Le Caravelle

Lebanese and Arab Social Service Agency

Leslie Cumber Community Centre

Local Agencies Serving Immigrants

London Cross Cultural Learner Centre

Macaulay Child Development Centre

Dr. Salvatore Mallia

Malton Neighbourhood Services

Management, Research & Solutions Inc. (MRSI)

Markham Board of Trade

Mennonite New Life Centre

Midaynta



SERVICE PARTNERS

Multicultural Community Interpreter Services (MCIS)
 Multicultural Council of Windsor Essex County
 Multicultural Inter-Agency Group of Peel
 Muslim Food Bank
 National Congress of Italian Canadians – Toronto District
 Neighbourhood Information Post
 New Canadians' Centre of Excellence, Windsor
 North York Association of Volunteer Administrators
 North York Women's Shelter
 Ontario Bengali Community Centre
 Ontario Council of Agencies Serving Immigrants (OCASI)
 Ontario March of Dimes
 Ontario Network of Employment & Skills Training Projects (ONESTEP)
 Oriole Community Centre
 Ottawa-Carleton Immigrant Services Organization
 Ottawa Chinese Community Service Centre
 Palestine House Educational and Cultural Centre
 Partners for Access and Identification
 Peel Libraries
 Peel Multicultural Centre
 Phoenix Community Athletic Program
 Polycultural Immigrant and Community Services
 Pro Bono Law Ontario
 Punjabi Community Health Centre
 Responsible Gambling Council
 Rexdale Immigrant Women's Centre
 Riverdale Women's Centre
 Romero House
 St. Christopher House
 St. Stephen's Community House

Settlement and Integration Services Organization
 Share the Warmth
 Sherbourne Health Centre
 Sierra Leone Immigrant Resettlement and Integration Centre
 Skills for Change
 Social Enterprise for Canada
 Social Service Network of York Region
 Somali Canadian Mothers for Youth
 Somali Centre for Family Services
 South Asian Family Support Services
 South Asian Women's Centre
 South London Neighbourhood Resource Centre
 Strategic Employment Solutions
 Sudbury Multicultural/Folk Arts Association
 Tamil Eelam Society of Canada
 TD Small Business Banking
 Thorncliffe Health Care Centre
 Thorncliffe Neighbourhood Office
 Toronto Fire Department
 Toronto Police Service
 Toronto Public Health Department
 Toronto Public Libraries
 Toronto Social Housing Connections
 Toronto Region Immigrant Employment Council (TRIEC)
 Torys LLP
 Variety Village
 Vaughan Chamber of Commerce
 Vietnamese Association of Toronto
 Villa Charities
 WIL Employment Connections
 Windfall Clothing Bank
 Windsor Essex County Family YMCA
 Woman Abuse Council of Toronto
 Women's Support Network
 Woodgreen Community Centre of Toronto
 Working Women Community Centre

Working Skills Centre
 World Education Services (WES)
 YMCA Newcomer Information Centre
 YMCA, Simcoe/Muskoka, Barrie
 YMCA, Toronto and York Region
 York Community Services
 York Region Libraries
 Yorktown Child and Family Centre
 Youth Assisting Youth
 Youth Employment Services

COLLEGES

Centennial College
 George Brown College
 Humber College
 Ryerson University
 Seneca College
 Sheridan College
 University of Toronto Medical School
 York University, Schulich School of Business

HOSPITALS

Humber River Regional Hospital
 St. Michael's Hospital
 Toronto General Hospital
 Toronto Western Hospital

SCHOOL BOARDS

Toronto Catholic District School Board
 Toronto District School Board
 Waterloo Region Board of Education
 York Catholic District School Board
 York District School Board



PROGRAMS AND SERVICES BY LOCATION

CITY OF TORONTO

Head Office **1710 Dufferin Street** **416.658.1600**

Languages Bureau: Certified translation, interpretation, typesetting and graphic design services available in over 100 languages.

Caledonia Centre **700 Caledonia Road** **416.789.7925**

Information and Technology Department: computer technical support for networking, repair, and training.

Centre for Internationally Trained Professionals & Tradespeople: Assists internationally trained professionals and tradespeople to find work related to their skills or professional background. Clients are given the opportunity to assess their academic credentials, establish work search and self-marketing strategies.

Employment Planning, Preparation and Placement Services: Adult (including internationally trained professionals/tradespeople) and youth services are provided through a comprehensive and integrated service model intended to address individual needs. Services include: individual assessment, counselling, pre-employment training, job maintenance, group workshops and employment placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals.

Employment Resource Centre: Individuals access information on careers and occupations, the local job market, training opportunities and job search strategies to successfully find and maintain employment. Resources include: computerized job banks, internet access, fax/photocopier, video library, audio tapes, written materials. Workshops and individual assistance available.

Job Search Workshops (JSW) Program: JSW Programs are provided by community agencies across the province. COSTI provides program development and staff training support to these agencies.

Language and Skills Training Services: English language training instruction and enhanced language training in the accounting field; related assessment and counselling, childcare and computer training courses.

Ontario Works Employment Placement: Services for job-ready Social Assistance Recipients include assessment, a one-week group pre-employment training program, individual job placement support and followup.

Pre-Apprenticeship Programs: Prepares individuals to enter apprenticeship programs in areas that are experiencing skills shortages, through outreach and training.

Youth Settlement Services: Orientation, referral, information, interpretation, completion of government documents, advocacy, supportive counselling for new and settlement immigrant youth between the ages of 16 and 24 who need assistance.

Specialized Employment and Training Services: Addresses vocational and training needs for adults with physical, medical and emotional barriers to employment.

Summer Jobs Service: Provides high school, college and university students with employment preparation skills and placement services required for summer employment. Year round services are also available through the Employment Resource Centre.



PROGRAMS AND SERVICES BY LOCATION

CITY OF TORONTO cont'd

Corvetti Education Centre **760 College Street** **416.534.7400**

Employment Assistance Services (OUTLET): Job search workshops and placement services for newcomers and immigrants.

Language and Skills Training Services: English language training instruction and enhanced language training in the childcare field; childcare, skill and special courses, citizenship acquisition courses, orientation and referral, childcare.

Settlement Services: Services available to newcomers and settled immigrants who need assistance in their process of settlement.

Services for Women: Services for immigrant women include workshops in topics relevant to their well being: health, parenting, domestic violence, etc. The Home Childcare Program prepares immigrant women to be self-employed as home childcare providers. The Lifeskills Counselling Program provides lifeskills workshops combined with individual counselling for women to improve their self confidence and increase their employment potential.

Services for Seniors: Organizational support provided to seniors of the Caravelle Club to assist them in their social, educational and recreational activities.

Employment Counselling Centre, Dufferin Mall **900 Dufferin Street, Suite 3** **416.588.2240**

Employment Assessment: Employment assessment, career planning, counselling and referral services. Individuals are, if eligible, able to access skills development and training opportunities.

Employment Groups Sessions: Supports job seekers by providing comprehensive information on labour market conditions and pertinent employment and community services and assists with referrals to assessment centres.

Enhanced Language Training **1101 Dufferin Street, Suite 206** **416.538.3130**

Enhanced English language training for Internationally Trained Individuals in the accounting field.

Family and Mental Health Services **1700 Wilson Avenue, Suite 105** **416.244.7714**

Individual, marital, and family counselling; groups for women victims of violence and men who abuse their partners; psychiatric assessment, and followup; services for the Italian Canadian community.

Problem Gambling Service: Culturally and linguistically appropriate counselling for individuals experiencing gambling problems as well as for their family members. Services are available to individuals of Italian, Hispanic and Portuguese background.

North York Centre **1700 Wilson Avenue, Suite 114** **416.244.0480**

Language Services: English language training and enhanced language training in the office administration field; childcare, skills training and special courses.

Housing Help Program: Housing search assistance and crisis intervention, information, referral, educational workshops for tenants and landlords, Drop-in for women, seasonal Share the Warmth, Rent Bank, Identification and Immunization clinics.

Settlement Services: Orientation, referral, information, interpretation, completion of government documents, advocacy, supportive counselling for new immigrants and settled immigrants who need assistance.

Services for Seniors: Elderly Persons' Centre allows Italian seniors the opportunity to take part in daily social, cultural, recreational and educational activities.



PROGRAMS AND SERVICES BY LOCATION

CITY OF TORONTO cont'd

Reception Centre **100 Lippincott Street** **416.922.6688**

Services for Refugees: Temporary accommodation and initial settlement services to government assisted refugees, childcare, housing.

Services for Children: Art Therapy Program offers traumatized refugee children the opportunity to express themselves through art.

Community Support Services: provides ongoing case management and follow-up supports to government assisted refugees in their community of residence.

Scarborough Centre **55 Town Centre, Suite 521** **416.296.9393**

Newcomer Professionals Program: A 12-week Ontario Works program combining job search training, business English and work placement opportunities for internationally trained professionals.

Ontario Works Employment Placement: Services for job-ready Social Assistance Recipients include assessment, a one-week group pre-employment training program, individual job placement support and followup.

Variety Village **3701 Danforth Avenue** **416.367.2828**

Settlement Services: Orientation, referral, information, interpretation, completion of government documents, advocacy, supportive counselling for immigrant youth between the ages of 16 and 24 who need assistance.

Recreational Services: National Coaching Certification Program, track and field events, workshops on substance abuse, gang intervention and criminal prevention for children and youth between the ages of 12 and 18.

PEEL REGION

Employment Services for Internationally Trained Professionals & Tradespeople, Mississauga **2150 Meadowvale Blvd., Unit 2** **905.567.0482**

Assists internationally trained professionals in developing effective job search techniques and researching the labour market and employers to obtain positions commensurate with their skills and experience.

Language, Employment, Settlement and Skills Training Services, Brampton **10 Gillingham Drive** **Employment and Settlement Services: 905.459.8855** **Enhanced Language Training: 905.451.7147**

Employment: Assists internationally trained professionals with career assessment and advice on employability strategies and job search planning.

Language Training: Enhanced English language training in the accounting field.

Settlement Services: Orientation, referral, information, interpretation, completion of government documents, advocacy, supportive counselling for immigrant youth between the ages of 16 and 24 who need assistance.

YORK REGION

Employment Resource Centre, Markham **4961 Highway 7** **905.947.0172**

Access to job search resources including, computerized job banks, internet, fax/photocopier, and manuals, as well as workshops and coaching on résumé writing, career planning, and job search techniques.



PROGRAMS AND SERVICES BY LOCATION

YORK REGION

Language and Skills Training Services, Markham **8515 McCowan Road** **905.472.4688**

English language training instruction and enhanced language training in the office administration field, childcare, citizenship acquisition courses, counselling and referral, and computer training courses.

Language, Employment, and Skills Training Services, Richmond Hill **129 Church Street South** **905.884.5235**

English language training instruction and enhanced language training in the accounting field, related assessment and counselling, childcare, computer training courses.

Mentoring Program: Links internationally trained professionals with professional mentors in their field to enhance employment prospects.

ProConnect **20 Crown Steel Drive, Unit 15, Markham** **905.948.0572**

Provides internationally trained professionals with information, career planning, job search training and job placements in order to gain employment in their field of expertise.

Vaughan Centre **7800 Jane Street** **905.669.5627**

Employment Assessment Services: Services include case management and skills development assessments; employment and career assessment and counselling.

Employment Planning, Preparation and Placement Services: Adult (including internationally trained professionals/tradespeople) and youth services are provided through a comprehensive and integrated service

model intended to address individual needs. Services include: individual assessment, counselling, pre-employment training, job maintenance, group workshops and employment placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals.

Employment Resource Centre: Individuals access information on careers and occupations, the local job market, training opportunities, and job search strategies to successfully find and maintain employment. Resources include: computerized job banks, internet access, fax/photocopier, video library, audio-tapes, written materials. Workshops and individual assistance available.

Accelerate: Young at-risk youth are able to develop life skills and identify strengths and interests in preparation for entering the labour market.

Family Counselling: Individual, marital, and family counselling in Italian.

Settlement Services: Orientation, referral, information, interpretation, completion of government documents, advocacy, supportive counselling for new and settled immigrant youth and adults who need assistance.

Summer Jobs Service: Provides high school, college and university students with employment preparation skills and placement services required for summer employment. Year round services are also available through the Employment Resource Centre.

Welcome Centre Immigrant Services, Vaughan **9100 Jane Street, Building H** **905.761.1155**

The Welcome Centre Immigrant Services is a one-stop service designed to guide and support immigrants through the maze of information and resources in York Region. Services provided by a partnership of agencies include: settlement and integration services; language training and enhanced language training in the accounting field; accreditation and qualifications assistance, and employment supports.



At COSTI, we understand that opportunity means different things to different people. By filling people's lives with opportunities for success, we're helping build a strong and prosperous community.

COSTI provides the means to a brighter future.



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