

Making Canada Home

MEETING THE NEEDS OF A DIVERSE SOCIETY SINCE 1952



2009 / 2010 ANNUAL REPORT

The economic climate of the past few years has been challenging for everyone, especially for agencies such as ours. While we hear reports that the economy is slowly recovering, federal and provincial governments continue to look for ways to reduce spending and funding for some agencies.

To better address these challenges, COSTI is looking forward to launching its strategic planning process. We will bring board members and external experts together to discuss the changes in this current environment, and determine what these changes will mean for COSTI.

The Strategic Planning process is an opportunity to review the programs and services COSTI currently delivers and will identify gaps within those services in order to meet existing and emerging needs and trends. We hope to finalize strategic directions early in the next fiscal year and incorporate some of the suggested outcomes of this review into operation. We believe this efficient and collaborative approach will help the organization continue to effectively meet the needs of newcomers.

While 2009/2010 was a year to reflect and think strategically about securing ongoing and future services, the year also represented much renewal. Financial support received by Citizenship and Immigration Canada allowed us to be part of four additional Welcome Centres in York Region as well as a mobile unit. These additions will ensure that newcomers can further access much needed settlement, community and employment support services in more locations. In addition to Vaughan, services are now accessible to newcomers in Markham, Newmarket and Richmond Hill.

The year 2009/2010 saw the federal and provincial government invest in a partnership with COSTI to refurbish the temporary shelter at 100 Lippincott Street – a 90-year-old heritage building. COSTI's Reception Centre provides temporary shelter and initial settlement services to Government Assisted Refugees referred to COSTI by Citizenship and Immigration Canada and refugee claimants through the City of Toronto Community and Neighbourhood Services.

The governments of Canada and Ontario and COSTI are each investing one-third of the total project cost. Canada's funding is part of its new national Infrastructure Stimulus Fund, under Canada's Economic Action Plan, which was unveiled in January, 2009. Ontario's matching contribution is provided through the 2009 Ontario Budget. At the Board and volunteer level, the challenge has been and continues to be the solicitation of donations to support the renovations.

The refurbishment of our Reception Centre at Lippincott Street is a significant milestone and a symbol of our agency's longevity. We look forward to its renovation and to the more many challenges ahead with renewed hope and pride.

Soon COSTI will celebrate its 60th anniversary, and as we look ahead, we are confident about continuing our legacy of making Canada a secure and welcoming home for thousands of newcomers each year.



"Our goal is to make our clients feel at home in Canada."

A handwritten signature in black ink, which appears to read 'Bruno M. Suppa'.

Bruno M. Suppa
P R E S I D E N T



“...we learned that our most successful employment programs were the ones that were designed to focus their work on specific needs”

COSTI saw three significant developments in its work in the past year. Two of those initiatives – the establishment of four new Welcome Centres in York Region and the redevelopment of the Reception Centre – have already been covered by Mr. Suppa in his report. These are welcome initiatives that will make a remarkable difference in the availability of good quality services for immigrants in York Region and in the comfort and safety of refugees in their first home at the Reception Centre. The third development has been initiated by the Ministry of Training, Colleges and Universities as it rolled out the new Employment Ontario (EO) service model.

The EO model is a step forward in the provision of employment services as it requires any EO location to provide a full range of services including information and referral, assessment and career planning, job search, job matching and placement and job retention. This will mean better customer service as there will not be any wrong doors for clients to access the services they need. The funding for this broad approach, however, has restricted the availability of funding for more specialized approaches making it difficult for COSTI to maintain its dedicated immigrant employment services.

Consequently, the model has resulted in major changes at COSTI. In the summer of 2010, a number of employment service locations and specialized immigrant employment services will close. The Employment Resource Centre and ProConnect services in Markham will close, as will the Dufferin Mall Employment Centre, the Centre for Internationally Trained Professionals and Trades People and the OUT.L.E.T. services. Mississauga Employment will expand and will move to a new location while Brampton, Caledonia and Vaughan Employment Services will remain in their current locations. A new centre will be established in the under-served Weston-Mount Dennis area of Toronto. This whole process will result in the lay-off of 16 staff and the transfer of 58 employment staff to new centres with new job descriptions. While these major shifts have been very challenging for staff, both professionally and personally, they nevertheless have risen to the challenge, learning new systems while maintaining service to the community.

As the new model falls into place, the next big challenge will be to adapt it to the special needs of newcomers. Over the years we learned that our most successful employment programs were the ones that were designed to focus their work on specific needs, such as the needs of internationally trained professionals. This specialized approach yielded a higher placement rate in jobs that related to the immigrants' field of training. The challenge is to apply these principles to the EO service model while retaining its broad service spectrum.

The success of this integrated service approach would result in a truly effective Employment Ontario model that would address a broader range of client needs.

Mario J. Calla
EXECUTIVE DIRECTOR

In a rapidly changing environment, COSTI recognizes more than ever the need to collaborate with our partners at the local, regional and national level to develop efficiencies in service planning and delivery and to ensure that public policy is responding effectively to the needs of our community.

In 2009/2010, COSTI participated in over 50 local service planning and coordination bodies in areas including employment, mental health, violence against women, housing, and settlement.

COSTI is also proud to have participated in the development of six one-stop service centres.

The Jane Street Hub is a partnership between Unison Health and Community Services, Macaulay Child Development Centre, Midaynta Community Services, North York Community House, Yorktown Child and Family Centre and COSTI. The Hub is funded by United Way Toronto and the Toronto Central Local Health Integration Network.

The five Welcome Centres located in York Region are a comprehensive one-stop approach to services by pooling the resources of community-based agencies under one roof. The Centres are funded by Citizenship and Immigration Canada and co-managed by COSTI, Catholic Community Services of York Region, Centre for Information and Community Services, Job Skills and Social Enterprise Canada. A mobile unit will also be fully operational in 2010 to provide settlement services to newcomers located in smaller communities throughout York Region.

COSTI continues to trustee funds for and support the South Asian Women's Rights Organization in a number of initiatives intended to build capacity and reduce poverty in their community.



The Refugee Experience

As a nurse and mother who did not share the beliefs of the Iraqi government, Helen decided that she needed to protect her daughter. She could no longer live in a country where they killed people because of their political or religious beliefs. Helen escaped to Jordan from Iraq in 1991 and stayed there until 2009.

To Helen, the word ‘refugee’ is not a small word. It’s a big word. “As a refugee, you leave everything behind – everything, to save your life. It’s bigger than the word job, bigger than the word home, but not bigger than the word love... the love I have for my daughter, or the love I felt when I came to the COSTI Reception Centre and to Canada,” says Helen.

“My biggest memory is arriving at the COSTI Centre, after travelling for many hours and having someone carry my suitcases for me and telling me to just sit and relax. I had my own room, my own soap, my own clean linens. I couldn’t believe that strangers cared so much. It didn’t feel like a Refugee Centre, it felt like I was home.”

Helen is proud of what her daughter has accomplished since arriving a year ago. “My daughter is achieving over 90% in her studies and recently received an award for obtaining the highest mark in religion at her high school. She will build her future here and I’m confident that once she completes college, she will find a job and contribute to this country,” states Helen with conviction.

As for Helen, she recently completed an Enhanced Language Training program for Health Care Workers and volunteers weekly at a local food bank because she believes that it is important to help the community and give back.

Helen’s experience rings true for so many refugees and newcomers to Canada.

Her words eloquently summarize her experience as a refugee and remind us all of how fortunate we are to live in a country that welcomes and embraces refugees just like Helen and her daughter.

“I feel like a newborn. I can walk on the street at night with no worries – I am free. My landed immigrant card is the most important possession I have. It says you are free; you are safe. It has my name on it. I’m a resident of Canada. No one can tell me, ‘go back, leave this country.’ I am home.”

Helen Odeesho is an Internationally Trained Professional and a Refugee from Iraq

Settlement is a complex, ongoing process that continues throughout the life of a newcomer and often into the second generation. At COSTI, we believe that providing a holistic approach to services is essential in ensuring the effective settlement of newcomers. In 2009/2010, over 7,753 newcomers came to COSTI seeking settlement assistance. While we continue to offer clients supportive counselling, interpretation, translation and crisis intervention services, we also believe in providing newcomers with information about the community, government services and the Canadian way of life. By helping newcomers to develop needed life skills in a supportive environment, we are providing them with hope and opportunity for a better future.

“I couldn’t believe that strangers cared so much. It didn’t feel like a Refugee Centre, it felt like I was home.”

COSTI’s Family and Mental Health Services team continue to work with individuals and families in the Italian and Spanish speaking communities through ongoing counselling, education and raising awareness of social issues, such as child abuse, woman abuse, elder abuse, family breakdown and addictions through public

education and prevention activities. Last year, 1,972 individuals received counselling and guidance from staff. Although the Italian and Spanish speaking communities have progressed beyond the stage of early settlement and are well-established, there is an increase in social and psychological problems resulting from the clash between value systems, the breakdown of traditional roles, and the pressures of life in a highly technological and urban society.

In addition to providing supportive settlement counselling for newcomers and newly arrived refugees, COSTI continues to assist individuals facing financial challenges who are homeless or at risk of homelessness. Newcomers in particular need assistance in improving their housing status or in maintaining existing housing. Having provided over 8,000 services to individuals in need, the service objective for the housing program remained the same in 2009/2010 – to find permanent solutions for persons living in vulnerable housing conditions and/or on the street.

Canada, A Dream for Many People

For many people around the world, living in Canada has become a goal to be achieved. It was no different for Vera and her family. She came here almost 11 months ago after a process that took almost two years.

“Like other Brazilians, we came in search of a safe environment, good quality of life, and to give our son a good education. We are confident that we can make a contribution to Canadian society in the same way that immigrants who came before us did. Canada is seen in a very positive light all over the world. Brazilians admire Canada not only for its spectacular natural beauty, but also because of the quality of services it provides for its citizens. Canadians have a reputation for being friendly, courteous and promoting volunteerism.

“Before we came here, we tried to get as much information as possible about Canada – I can honestly say that we were not disappointed by what we found here. We have had positive experiences in relation to honesty and respect that Canadians have for one another. Our challenge as newcomers is to integrate into Canadian society and the Canadian workforce.

“Our every day experiences provide us with the opportunity to discover new aspects of Canadian life that sometimes are difficult to understand, but we work through them.

“For us, the dream of living in Canada has become the challenge of integration.”

Written by:
Vera Persson Custodio
Language Instruction for Newcomers
to Canada (LINC) Level 5 Participant
Welcome Centre Immigrant Services, Vaughan

Education is the most important vehicle to support newcomers in securing meaningful employment and integration into a new society. At COSTI, we believe that “integration through education” is the means to assist newcomers to achieve their goals, ambitions, and aspirations.

“We came in search of a safe environment, good quality of life, and to give our son a good education.”

In 2009/2010 language training at COSTI was offered to over 7,123 newcomers through a variety of programs including Language Instruction for Newcomers to Canada (LINC), Enhanced Language Training (ELT), English as a Second Language (ESL), as well as Language Training at the Workplace to meet the unique needs of our

clients. In addition to general English language training classes, specialized English language classes for seniors were added in Vaughan to cater to the special needs of seniors living in the area.

Business English and workplace communication is a focus for instruction in advanced English classes, with an emphasis on résumé and cover letter writing. Through improved literacy, reading, writing, pronunciation and keyboarding skills, students improve their opportunities to gain Canadian volunteer and work experience.

COSTI’s computer and skills training courses are another channel for upgrading skills and accessing better opportunities. In 2009/2010, computer training classes in Microsoft Office, AccPac and Simply Accounting continued to be offered in Toronto, Markham and Richmond Hill. In addition, the Women’s Online Training and Support Program offered in partnership with Humber College, provided women who are abused or at risk of being abused, with the opportunity to gain a College certificate. This online service allowed participants to upgrade their skills and further improve their employment opportunities.



Training, Mentoring and Believing

“When I arrived in Canada less than three years ago, my first priority was to find appropriate employment in my profession. I registered online with a number of head-hunters but did not receive any calls for employment interviews. That was when I realized that something might be wrong, and that finding a job in my field was going to be harder than I originally thought. I didn’t know whether it was my approach, the structure of my résumé, lack of work experience in Canada or maybe all of these things.

“Later, a friend told me about Lawrence Square Employment Assessment Centre. Staff there guided me to COSTI, specifically the Centre for Internationally Trained Professionals & Tradespeople (CITPT). Throughout my participation in the program, facilitators prepared me with a number of interview questions, suggested how to present myself during the interview, assisted me to prepare an effective résumé and taught me to be positive and confident. They also advised me to set clear, defined, achievable goals and to be prepared to review them after a few weeks or months and set new goals. Finally, they encouraged me to be flexible and adaptable in my approach to job hunting. If one avenue is not working then try another.

“In addition to participating in workshops and training, I was matched with a mentor in the IT field. My mentor gave me useful tips with regards to the technical aspects of the field. We met on a regular basis. During every session I was assigned a few topics to study and in the following session, he would take me through a mock interview asking me questions related to the specific topics. This kind of preparation gave me a lot of insight and confidence.

“COSTI staff not only connected me with my current employer – they prepared me for my interview in detail. My Mentor provided a very positive reference as well!

“I have gained a lot of self confidence through this process and faith that our future depends on what we believe. I truly believe that I would not be employed today had I not come to COSTI.”

Mehrdad Tirandazian
Ph.D. in Computer Science from India
10 years experience in IT Project Management

“COSTI staff not only connected me with my current employer – they prepared me for my interview in detail. My Mentor provided a very positive reference as well!”

In 2009/2010, COSTI continued to assist unemployed adults and youth in achieving their employment, educational or training goals, with over 18,765 adults and youth having accessed services. Mehrdad’s training and mentoring experience and his subsequent employment is just one example of thousands of individuals who found employment through COSTI. His mentoring opportunity is a result of COSTI’s participation in The Mentoring Partnership.

Run through a coalition of community agencies and TRIEC (Toronto Region Immigrant Employment Council), The Mentoring Partnership is a collaboration of corporate and community partners, employers and funders that provide new immigrants in the City of Toronto and the regions of Halton, Peel and York with occupation-specific mentoring.

Throughout the past year, management and front-line staff have been working towards the implementation of the Ontario Ministry of Training, Colleges and Universities’ newly integrated Employment Ontario services model, where individuals can access a range of employment services and training programs all under one roof. It is expected that career assessment and planning, job search and placement and job maintenance supports will be available throughout several COSTI locations in Toronto, the Region of Peel and York Region.

COSTI Summer Jobs Services continued to operate out of Toronto and Vaughan in 2009/2010, placing hundreds of high school, community college and university students in part-time and full-time employment throughout the summer months.





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PRO BONO LEGAL SERVICES

Torys, LLP

Demographics		
Categories	Description	Percentage
Age	Children, under 12	2%
	Youth, 13 to 20	15%
	Adults (Over 21 and under 65)	78%
	Seniors (Over 65)	5%
Gender	Female	54%
	Male	46%
Country of Origin	South Asia (India, Pakistan, Sri Lanka, Bangladesh)	19%
	China	12%
	Middle East (Iran, Iraq, Afghanistan)	9%
	Eastern Europe (Russia, Romania, Albania, Serbia, Turkey, Ukraine)	9%
	Caribbean (Jamaica, Cuba, St. Vincent, Trinidad & Tobago)	8%
	South America (Columbia, Brazil, Ecuador, Guyana, Argentina, Peru)	8%
	Southeast Asia (Philippines, South Korea, Vietnam)	7%
	Western Europe (Italy, Portugal, United Kingdom)	7%
	Central America (Mexico, El Salvador)	6%
	Africa (Nigeria, Ghana, Ethiopia, Somalia, Eritrea)	6%
	Other	9%

CLIENTS SERVED

Employment Services

(Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports, Resource and Information, Online Services, Specialized Employment Training)

Settlement Counselling

(Canadian Immigration & Integration Project, HOST Program, Information and Referral, Interpretation, Documentation and Life Skills)

English Language Instruction and Skills Training

(English as a Second Language, Enhanced Language Training, Language Instruction for Newcomers to Canada, Computer Courses)

Family and Mental Health Services

(Domestic Violence, Psychiatric Services, Problem Gambling, Counselling and Support Groups)

Housing Supports

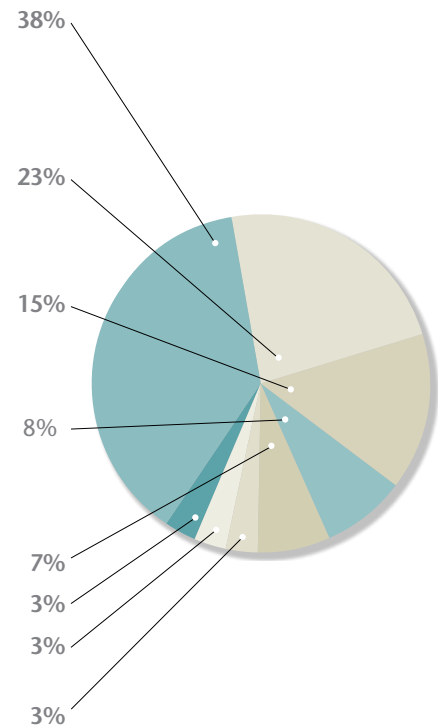
Refugee Shelter Services

Women's and Seniors' Services

(Counselling, Support Groups, Drop-in Services)

Youth & Recreation

(Crime Prevention & Substance Abuse Workshops, Leadership Development, Track & Field Program, Employment Supports)



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.

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

- Accelerate
- Summer Career Placement

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 Program

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
- Labour Market Partnership
- Summer Jobs Service

The Ontario Trillium Foundation

Workplace Safety and Insurance Board

CITY OF TORONTO

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

UNITED WAY TORONTO

UNITED WAY OF YORK REGION

FOUNDATIONS

- AFP Foundation of Philanthropy
- CHUM Charitable Foundation
- George Cedric Metcalf Charitable Foundation
- F.K. Morrow Foundation
- Raptors Foundation
- RBC Foundation
- The BLG 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.



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.

Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports: 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, group workshops and employment and job maintenance placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are 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 instruction and enhanced English language training in the accounting and finance field; related assessment and counselling, childcare, and computer training courses.

Online Services: Online training program for certification as a Computerized Accounting Clerk for abused/at-risk women.

Additional Online Services available to unemployed and under-employed individuals with multiple barriers who could not otherwise access on-site services by using an interactive online platform e-facilitated by Employment Consultants. Employment Resource room available, workshops and courses include sector-specific workplace community training, information and referral, employment advice, peer support and job posting boards.

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 follow-up.

Resource and Information: 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. Online Services provide remote access to job search workshops, a virtual library of essential websites and facilitated employment preparation courses geared to internationally trained persons.

Youth 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.

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.

Corvetti Education Centre
760 College Street
416.534.7400

Client Support Services Project: Life skills, assessment, information and referral, group orientations, interpretation, advocacy, completion of government documents, supportive counselling and case management of government-sponsored refugees over a period of one year.

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

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 life skills 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.

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



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 follow-up; 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.

Jane Street Hub
1541 Jane Street
416.645.7575

The Jane Street Hub is a new centre that brings together six organizations to offer community services and healthcare to residents of Weston, Mount Dennis, Trethewey and the surrounding area. Employment and settlement services will be delivered by COSTI in the Fall of 2010.

Language and Skills Training Services
1700 Wilson Avenue, Suite 206
416.244.9980

Language Services: English language instruction and enhanced English language training in the childcare field and office administration and customer service field; childcare.

North York Centre
1700 Wilson Avenue, Suite 114
416.244.0480

Host Program: Variety of social events and educational workshops relating to settlement for landed immigrants from all immigrant categories and class, government assisted refugees and convention refugees living between the areas of Dufferin Street and Highway 400, Eglinton Avenue West and Steeles Avenue West. One-on-one group activities, English Conversation Circles, outdoor summer sport activities, arts and crafts activities, day trips to cultural and recreational sites.

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.

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

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

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.

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, recreational activities include track and field, workshops on substance abuse, gang intervention and criminal prevention for children and youth between the ages of 13 and 24.



REGION OF PEEL

Mississauga Employment Services
2150 Meadowvale Blvd., Unit 2
905.567.0482

Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports: 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, group workshops and employment and job maintenance placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

Resource and Information: 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 are available. Online Services provide remote access to job search workshops, a virtual library of essential websites and facilitated employment preparation courses geared to internationally trained persons.

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

Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports: 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, group workshops and employment and job maintenance placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

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Language Training: Enhanced English language training in the accounting and finance 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.

Centennial Mall
227 Vodden Street East, Suite 3
905.459.6700

Language Training: Enhanced English language training in the office administration and customer service 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.

Youth Leadership Program: Empowers youth by encouraging and building leadership skills through positive engagement and dialogue on issues relevant to youth between the ages of 13 and 24.



YORK REGION

Vaughan Centre
7800 Jane Street
905.669.5627

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

Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports: 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, group workshops and employment and job maintenance placement. Individuals can also benefit from a range of on-the-job placement/training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

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

Mentoring Program: Program matches at-risk/newcomer youth with older mentors. Mentors provide advice on life choices, career options and generally help with character development.

Resource and Information: 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 are available. Online Services provide remote access to job search workshops, a virtual library of essential websites and facilitated employment preparation courses geared to internationally trained persons.

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

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; accreditation and qualifications assistance, and employment supports.

Welcome Centre Immigrant Services, Markham North
8400 Woodbine Avenue
Suites 102-103
289.846.3645

Welcome Centre Immigrant Services, Markham South
7220 Kennedy Road
905.479.7926

Welcome Centre Immigrant Services, Newmarket
16655 Yonge Street, Unit 26
289.841.3032

Welcome Centre Immigrant Services, Richmond Hill
9325 Yonge Street
289.842.3124

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

COSTI currently offers English language instruction and enhanced English language training in the accounting and finance field services at the Welcome Centre, Vaughan.

COSTI began providing English language instruction and enhanced English language training services in Markham, Newmarket and Richmond Hill starting the Summer of 2010.

2009/2010 SNAPSHOT – SERVICE PARTNERS

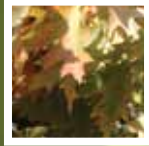
Partnership and collaboration amongst organizations are key to the successful integration of newcomers. COSTI is represented on many community planning networks, umbrella organizations and advisory committees. We work in partnership with organizations and service providers across Ontario in the planning and delivery of services to the community.

- 51 Inter-agency Planning Groups, Advisory Groups and Local Service Planning Coordination Groups
- 134 Community Agencies and Organizations
- 8 Colleges and Universities
- 5 Hospitals
- 5 School Boards

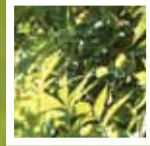


At COSTI, we understand that opportunity means different things to different people. By providing people with opportunities for success, we're helping build a strong and prosperous community. COSTI provides the means to a brighter future.

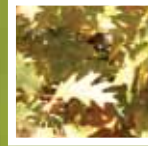




HOPE



OPPORTUNITY



SUCCESS



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