



ANNUAL REPORT 2018/2019



I AM (A NEW) GRACE
ARRIVED IN CANADA 1999

CANADIAN

IMMIGRANTS MAKE OUR COUNTRY
STRONG AND MORE DIVERSE

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Hans Poppe is a contemporary artist whose practice includes design, painting, illustration and print-making. Hans and his family moved to Canada from Tanzania in 1987 seeking political asylum. He was eight years old.

Hans has volunteered a significant amount of his time and artistic talents towards the I Am A New Canadian initiative. He shares the same experiences that many immigrants face when they come to a new country. He also shares the same vision and values as COSTI and we thought he was a perfect match for this initiative.



President's Report



In writing my last report as President of COSTI Immigrant Services, I am reminded of our humble beginnings as an organization and our work in supporting newcomers over the last six decades.

I began my association with COSTI as a volunteer in the mid 1960s. At the time, COSTI's mission was to help Italian immigrant tradesmen find employment, through language and academic classes. Over the years our mission has changed to empower people from diverse communities to succeed and achieve their full potential by providing educational, employment and social services.

As President, I have been fortunate to work together with a Board who demonstrated the flexibility to allow the organization to adapt to changing immigration patterns in order to address the needs of newcomers to Canada.

Today, newcomers can walk in and receive the help they need at multiple COSTI locations across the Greater Toronto Area, or access services online provincially and internationally. I am still in awe that our 450 plus staff speak over 60 languages!

I am very proud of the many shared achievements during my time with the organization. We have excelled during times of challenge and change, and most importantly, we have continually strengthened our ability to deliver effective services to newcomers.

I am certain that COSTI will continue to remain relevant and believe that COSTI is as strong, or stronger, than it has ever been. I am confident that COSTI is set for the next 100 years - although I am quite certain that I will not be present to celebrate that milestone!

I am grateful for the talent, dedication and support of my fellow members of the Board, the passion and commitment of our staff, and the opportunity to represent the organization. I will retire knowing that COSTI is well positioned for the future and has a great team in place to continue on our 67 year history. I am honoured and humbled.

A handwritten signature in black ink, appearing to read 'Bruno M. Suppa', written in a cursive style.

BRUNO M. SUPPA
PRESIDENT

Executive Director's Report



This past January COSTI received a young refugee who escaped from Saudi Arabia. This teenager, Rahaf is her name, skilfully used social media to get the world's attention to her desperate situation as she barricaded herself in a hotel room in Thailand. Her father and brother had travelled there to return her to Saudi Arabia. She succeeded in getting the support of the UNHCR and obtained refugee status in Canada. However, this attention also resulted in numerous threats to her on social media that made it a challenge for us to keep her safe. Nonetheless, we received many offers of support from Canadians, one of which was from a family who was interested in providing Rahaf with accommodation in their home. This seemed to be an ideal arrangement except that the neighbours became alarmed to think that the threats against Rahaf might also put them in danger. We had to abandon that plan.

Then something remarkable happened. We received a call from a woman who identified herself as a close friend of the family that had offered the home. And she told us that she lived in a quiet little cul-de-sac where one of her neighbours happened to be a judge. She said this judge must have put away some really bad guys because there was always a police car parked in front. She said that she lived in a safe neighbourhood and that she was proposing that she exchange homes with her friends so that they can live safely in her home with Rahaf. We had to turn down her offer because we did not know what Rahaf's long-term plans were but I found the generosity of this gesture soul stirring and compelling. Who would leave their home for a total stranger?

For me this story captures the essence of why immigration works in Canada. Canada is an immigrant-receiving country with an average of 300,000 newcomers arriving annually. What we have learned is that it is much more effective to integrate newcomers in welcoming communities than in one where individuals may feel they are not accepted. When an individual is made to feel unwelcome they tend to retreat into their own ethnic communities living a life apart from mainstream society and potentially not integrating culturally. Living in a country where one feels that they are denied equal opportunity can lead to resentment and potentially dangerous consequences. The welcoming nature of Canadians was also very much in evidence during the Syrian refugee initiative in 2016. Much of COSTI's success in resettling 2,200 Syrian refugees needs to be shared with countless Canadians who stepped forward to offer help and to make the refugees feel welcome.

Surveys show that 90% of immigrants feel a sense of belonging to Canada. There are a number of factors that contribute to this high level of connectedness to their new home. One factor is that immigrants can apply for citizenship after only three years of residency. 86% become citizens. Nothing says "I am Canadian" more convincingly than citizenship. Another contributing factor is that every year across Canada about half a million immigrants are provided with settlement services to help them make the transition to their new life. COSTI, along with other settlement agencies, provides free English language classes, orientation workshops, employment services, housing and a broad range of other services to facilitate the successful settlement of these newcomers. The result of all these efforts is that newcomers have integrated more easily in all aspects of our society: they are successful business people, they are professionals and they hold political office. It takes a communal effort to build a great country and COSTI is proud to play an important role.

A handwritten signature in black ink that reads "Mario J. Calla". The signature is written in a cursive, flowing style with a large, stylized initial 'M'.

MARIO J. CALLA
EXECUTIVE DIRECTOR

COSTI's work in the community continues to be a high priority

Through active participation in local, provincial and national committees, advisory groups and ad hoc coalitions, we have represented the voice of immigrants and the immigrant serving sector in planning, service development, coordination, research, public policy and education.

COSTI's over-arching goal is to contribute to creating conditions that enable immigrants and vulnerable populations to become valuable and contributing members of society. COSTI's leadership team works to promote public policies that facilitate the integration of immigrants and support their communities to build internal leadership and capacity.

In 2018/19, COSTI continued to foster a collaborative approach to service delivery by developing programming and partnerships that support new delivery models. Over 20 new partnerships were developed with community health organizations, grassroots community groups, faith-based organizations, settlement agencies and educational institutions.

COSTI's Community Engagement Manager continued to work with existing and new partners to deliver services to government-sponsored refugees and refugee claimants that support their integration: housing support services; activities, community events and workshops that engaged children and parents; help with introducing them to services available in their local community; and donations of food, clothing and household items.

In addition, a family-matching initiative that saw Canadian host families paired with refugee families continued in 2018/19 with the Together Project. Host families provided invaluable support and assistance to refugee newcomers - from the day they move from temporary housing to their new home. They provide support in receiving furniture; setting up their households; shopping for essential items such as food, bedding, etc.; escorting families to local financial institutions, parks and community centres; exploring nearby public transportation routes, and help in registering children in school. This year, the program expanded through partnerships in London, Ottawa and Thunder Bay, matching over 375 volunteers with government-sponsored refugees.

As part of our community engagement initiatives, COSTI continued to screen the Clouds Over Sidra virtual reality short film to the public, after the initial project and collaboration between the United Nations and Artscape came to an end. A partner in the initiative, COSTI's goal in acquiring the virtual reality equipment and presentation materials, is to sustain interest and support for refugees to ensure their successful resettlement in Canada.

COSTI supported the continued development of local community groups, such as the South Asian Women's Rights Organization serving Bangladeshi women in Scarborough, Refugee JumpStart, Syrian Canadian Foundation and Labour Education Centre trusteeships. COSTI worked with hundreds of partner organizations to coordinate the International Student Connect program, Problem Gambling, Orientation to Ontario program and the Welcome Centre Immigrant Services network in York Region. Collaborative and innovative approaches to service delivery allows COSTI and key partners the opportunity to meet the needs of underserved communities and also develop internal capacity to build, enhance and sustain services.

In the upcoming year, COSTI will continue to contribute to policy discussions related to immigration and refugee policies, regulations and legislation, with a particular focus on refugee issues and effectively use research and other community development engagements to inform internal program and service development.

Partnership and collaboration

COSTI is proud to have been a part of key organizations including the Toronto Region Immigrant Employment Council (TRIEC), the Consortium of Agencies Serving Internationally-trained Persons (CASIP), Local Immigration Partnerships in Toronto and the Regions of Peel and York, Canadian Council for Refugees, the Peel Newcomer Strategy Group, the Peel Refugee Re-Settlement Working Group, Newcomer Employment Round Table, and the Resettlement Adaptation Program Working Group.

ACTIVE ENGAGEMENT INTEGRATION PROJECT

Led by Vancouver-based SUCCESS, the Active Engagement Integration Project (AEIP) provides pre-arrival services to support the settlement, adaptation and integration of individuals moving to Canada. COSTI promotes community and labour market engagement by providing settlement and employment information and referral and initial orientation online to overseas clients prior to their departure and arrival in Ontario.

PLANNING FOR CANADA

Led by Colleges and Institutes Canada, the Canadian Immigrant Integration Project (CIIP) aims to consolidate and expand the delivery model of online advisory services to individuals overseas through a coordinated model that fosters more effective partnerships among key stakeholders in the settlement sector, college partners across the provinces and employment support organizations.



COSTI hosted a delegation of senior government officials from Brazil who met with COSTI staff to learn about the Canadian refugee resettlement process. Immigration, Refugees and Citizenship Canada's Refugee Affairs team arranged the visit as an international capacity building initiative. Brazil has been resettling refugees for several years, however, their programs are new and they wanted to learn from the Canadian experience.

COSTI provides pre-departure support to individuals overseas who are destined to arrive in Ontario. Services include referrals to community agencies, educational institutions and employment support organizations in communities across Ontario.

INTERNATIONAL STUDENT CONNECT

The International Student Connect program supports international students wishing to settle in Ontario. It represents an innovative collaboration between settlement service providers and post-secondary institutions. The program offers resources, information sessions and workshops on a variety of settlement topics.

Workshops and sessions address issues such as features of life in Ontario, accessing local services, consumer awareness, housing and health care. The program is led by COSTI, in partnership with 16 settlement agencies and 20 colleges and universities in 15 Ontario communities: Barrie, Brampton, Brantford, Chatham, Hamilton, Leamington, London, Mississauga, Niagara Region, Oakville, Orillia, Ottawa, Sarnia, Sault Ste. Marie, Thunder Bay, Toronto, Welland and Windsor.

GAMBLING, GAMING AND TECHNOLOGY USE

COSTI provides advice and expertise on newcomer problem gambling issues to service providers who provide mental health and addiction services to ethno-cultural communities in need of culturally and linguistically appropriate treatment and services.

NEIGHBOURS, FRIENDS AND FAMILIES (NFF)

NFF is a province-wide public education campaign that raises awareness of the signs of woman abuse so that those close to a woman at-risk can recognize the signs of abuse and know what actions to take in response. Last year, COSTI developed two five-minute videos to correspond with NFF materials: Safety Planning for Women Who are Abused and How to Talk to Men Who are Abusive.

NEWCOMER YOUTH CIVIC ENGAGEMENT PROJECT

The Newcomer Youth Civic Engagement Project addresses the national priority of increasing civic engagement among newcomer youth. Approximately 140 newcomer youth between the ages of 16-21 are recruited from four partner sites across Canada to participate in the series of activities, aiming to increase engagement among newcomer youth.

COSTI and project partners provide program development, training workshops, a community project, and a national youth gathering. Youth receive 25 hours of programming through leadership training workshops and participate in a youth-led community project and a national gathering, where they present on their community project and are able to network with peers from across Canada.

ORIENTATION TO ONTARIO (O2O)

A bilingual initiative, O2O is designed to ease the transition of newcomers by providing access to standardized information about settling in Ontario and connecting newcomers to community services upon arrival. O2O is delivered by 31 community agency partners in 8 Ontario communities across the province.

COSTI, in collaboration with Centre de santé communautaire Niagara/Hamilton, OCASI and George Brown College, provides program development, evaluation, promotion and staff training to support the delivery of the program. Resources include a website, workshops, workbooks, fact sheets, YouTube videos and webinars available to newcomers pre-arrival or already living in Ontario. In addition, COSTI is currently working with Ryerson University on the development of a Mobile Chatbot.

WELCOME CENTRE IMMIGRANT SERVICES

The Welcome Centre Immigrant Services is a one-stop service in York Region, designed to guide and support immigrants through the maze of information and resources.

Core services provided at each of the five Centres by a partnership of agencies include: settlement and integration services; language training and enhanced language training; accreditation and qualifications assistance; and employment supports.

WELCOME GROUP MODEL

In 2018/19, COSTI partnered with the Together Project in delivering a standardized model of volunteer engagement with government-sponsored refugees. Together Project connects refugee newcomers and Canadians to build stronger, more integrated communities through three program areas: matching, community and research.

Together Project developed the "Welcome Group" model in close partnership with COSTI. The model builds on existing family matching programs and connects Canadians with government-sponsored refugees from all countries of origin who arrive at COSTI's Ralph Chiodo Family Immigrant Reception Centre.

Together Project and COSTI developed a series of four training manuals to empower volunteers, as well as develop tools for volunteering with refugee newcomers. Over 250 volunteers in London, Ottawa, Thunder Bay and Toronto were trained using the manuals, available online, and were provided with information and training to best support refugee newcomers, and to understand the role of volunteer support in fostering durable integration.

2018/19 SNAPSHOT: A BREAKDOWN OF VARIOUS PARTNERS

Partnership and collaboration amongst organizations is 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.



Responding to the Needs of English Language Learners

Last year, 3,915 newcomers enrolled in English classes across Toronto, Peel Region and York Region, with just over half completing a minimum of one level within the year. COSTI's English language programs help newcomers broaden connections with employers and allows them to feel engaged in their communities.

COSTI's Enhanced Language Training program, available to professionals with international work experience in Accounting and Finance, Office Administration and Customer Service, Teaching and Education, Information Technology and Health Care, will continue to develop strong connections with employers to enhance placement opportunities for individuals with international work experience. Workplace Preparation Webinars will be piloted in our two Peel Region programs. The course provides clients with Canadian workplace training, specific language and terminology classes, job search, pre-employment preparation, computer skills upgrading, and an internship placement.



Grace Sang, Participant in COSTI's I Am A New Canadian Campaign; Managing Director, CleNET Technologies

Grace Sang is Managing Director for CleNET Technologies, a leading global technology service provider of technical consulting and software engineering solutions. Headquartered in Chicago, the company opened its first Canadian branch in Markham, Ontario in 2015. CleNET selected the City of Markham for its Canadian Technology and Development Centre, because York Region is Ontario's fastest growing municipality, with a high-quality infrastructure, business-friendly policies, and diverse international talent.

1,942 NEWCOMERS ATTENDING ENGLISH LANGUAGE CLASSES
HAVE A POST GRADUATE DEGREE, BACHELOR DEGREE OR COMMUNITY COLLEGE DIPLOMA

78% OF ENHANCED LANGUAGE TRAINING PARTICIPANTS
SECURED EMPLOYMENT OR MOVED ON TO FURTHER TRAINING OR EDUCATION OPPORTUNITIES

"Having come to Canada from China in 1999 and working as a Senior Engineer for a global company, I know the value that immigrants bring to Canada. CleNET, like many other global companies operating in Canada, relies on immigrants and their diverse work experience and talents to grow our business. So far, we have hired over 40 employees working at our Canadian branch, most of them are newcomers!"

Many newcomers feel alone and isolated when they first arrive. They have difficulty communicating in English, understanding Canadian workplace culture and terminology, values and customs. We want our employees to feel comfortable in their work environment and speak with confidence, both inside and outside of the workplace. That's where COSTI was able to help us.

As a newly established company, CleNET doesn't have the resources to provide specific English language training to employees on-the-job. The flexibility and specialized services offered by COSTI's Language Training at the Workplace program, allowed us to provide our employees with customized job-specific English language training, on-site at our Markham office.

As a result of participating in the training and English classes, many of our employees have overcome their language difficulties and also learned about the diverse experiences and cultures of their colleagues, allowing everyone to gain an appreciation for the skills and talents that their co-workers bring to the job.

Along with the Language Training at the Workplace program, COSTI also helps us to tap into international talent through their employment services, both at no cost to us.

I moved to Canada with my family to build a better life for the next generation and to pursue a career in an international platform, and was lucky to join Motorola Canada a few months after I arrived. It's important that Canadians understand the value that newcomers bring to Canada. Everyone that arrives here is eager to help and contribute to building a better nation. Our employees, just like other newcomers, work hard and want to give back, as a way of saying thank you to Canada for believing in them and for giving them the opportunity for a better future."

COSTI's Language Training at the Workplace program offers employers, at no cost, job-specific language training to employees who are in need of English language classes. Training is provided on or off the employer's work-site and is customized to the company's business needs. Employers select the class schedules, topics and language functions that are most suitable for their business environment.

LANGUAGE & SKILLS TRAINING SERVICES

LANGUAGE TRAINING

English language classes available at all levels, language training at the workplace and enhanced English language training in the administration and customer service, health care, teaching, accounting, information technology and finance fields, including language terminology, job search and placement.

SKILLS TRAINING

Skill and special courses, including computer courses, citizenship acquisition courses.

CARE FOR NEWCOMER CHILDREN

Child-minding support for Language Instruction for Newcomers to Canada (LINC) students at the North York Centre and York Region Welcome Centres.

LOCATIONS

CORVETTI EDUCATION CENTRE

760 College Street
416-534-7400

ENHANCED LANGUAGE TRAINING SERVICES, BRAMPTON

10 Gillingham Drive, Suite 109A
905-451-7147
227 Vodden Street East, Suite 3
905-459-6700

LANGUAGE AND SKILLS TRAINING SERVICES, NORTH YORK

1700 Wilson Avenue, Suite 206
416-244-9980

WELCOME CENTRE IMMIGRANT SERVICES, MARKHAM NORTH

8400 Woodbine Avenue
Suites 102-103
289-846-3645

WELCOME CENTRE IMMIGRANT SERVICES, MARKHAM SOUTH

7220 Kennedy Road, Unit 8
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, Unit 31A
289-842-3124

WELCOME CENTRE IMMIGRANT SERVICES, VAUGHAN

9100 Jane Street, Building H
Units 56-67
905-761-1155

Accelerating Engagement by Providing Opportunities for Success

COSTI connects with clients no matter where they live. Pre-arrival information, referrals and consultations are provided on an international level and professional development, pre-employment training and employment opportunities are offered at local and provincial levels.

Over 7,587 adults and young adults, high school and university graduates, and individuals with international work experience, came to COSTI in 2018/19 for help to secure the right job, or to get advice that will set them on the right educational or career path for their future.

Last year, we continued to enhance services offered to youth, focusing on youth-specific mentoring programs, enhancing our online services by making available useful tools such as a résumé critiquing tool and developing and hosting events specific to youth, with a focus on apprenticeship opportunities and skilled trades.

A large number of youth do not lean towards employment in the trades, partly because of lack of information. Our focus in the next year will be to enhance opportunities, demystify the stigma and educate young adults on the financial incentives of selecting a trade as a career path.

Samira came to Canada from Nigeria in June 2016. She was alone with two children. Like many immigrants before her, Samira made the brave decision to leave her home country and her job as a business manager at a leading banking institution and come to Canada so that her children could experience the best life possible.



Samira Golo, Participant in COSTI's I Am A New Canadian Campaign, COSTI Employment Services and the TRIEC Mentoring Partnership

359 NEWCOMER PROFESSIONALS
WERE MATCHED AND SUPPORTED BY A MENTOR
WHO WORKS IN THEIR FIELD IN CANADA
THROUGH THE TRIEC MENTORING PARTNERSHIP

63% OF UNEMPLOYED AND UNDER-EMPLOYED
ADULTS AND YOUTH WHO ACCESSED COSTI'S ONLINE SERVICES, OR
E-FACILITATED WORKSHOPS TO HELP IMPROVE THEIR JOB SEARCH SKILLS,
ARE WOMEN

"When I first arrived, I felt out of place, I wasn't sure where to go or what my next step should be. I had a friend who helped me in the beginning, but then I realized, 'you're here, you have kids, you need to help yourself if you want to move ahead.' Whether that was going back to school or finding a job in my field.

Because I was a single parent with two children, many people suggested that I abandon any hope of furthering my education and go on Social Assistance to support my family. But I could not consider this as an option. I was determined to be self-reliant and demonstrate to my children and others, that with determination and hard work, you can stand on your own two feet as an immigrant and not rely on government financial support."

Samira had heard about COSTI's Mississauga Employment Services and decided to register for a Résumé Writing Workshop when she moved to the city in 2017. Employment Consultant Boguslawa (Slava) Gutkowska, provided Samira with an overview of employment options available to her and also introduced Samira to the Toronto Region Immigrant Employment Council (TRIEC) Mentoring Partnership, a program that matches newcomers with mentors who have the same professional background.

"Meeting my banking mentor was a turning point for me. She went out of her way! She would meet me every Saturday and encouraged me to improve my skills, such as Excel, so that I could secure a job in my field of experience. As an immigrant herself, she was a role model for me. How could I obtain the same success my mentor had achieved? I was encouraged to further my education and with my work experience, encouraged to strive for employment in my field and not accept a survival job.

I did just that! I quickly found a job at an insurance company and registered at George Brown College (GBC) in the Information System Business Analysis Post Graduate program. For a year, I would work during the day and go to school at night. But I didn't stop there! In my third semester at GBC, I applied to Queen's University Management Analytics program for my Masters Degree and I was accepted! Never one to shy away from a challenge, I successfully completed both programs and graduated in the spring of 2019.

I feel so fortunate. My mentee guided me toward a path I never thought I could take. Today, I am proud to say that I am a Business System Analyst at one of Canada's leading banking institutions and my future is in analytics...maybe even a Ph.D.! I have such a supportive employer, so there are many avenues for me to choose from.

The best choice I made was going to COSTI for help. The amazing resources and programs available to me helped me to be self-reliant. But it is the dedicated staff, who only want the best for you, that make me forever grateful to COSTI and to my mentor.

My children are motivated to do well and continue with their education. They have witnessed their mother's success first hand and want to achieve the same. I am proud that they view me as a role model. An example of how hard work and determination leads to success.

My advice to anyone new to Canada is to do what's best for you and never give up. There are many opportunities out there for you. You just need to educate yourself and find your path. I accomplished so much more in Canada in just a few short years, more than I could have achieved in Nigeria."

The TRIEC Mentoring Partnership brings together community partners that match, recruit, register and coach participants. Employer partners offer mentoring as a professional development opportunity for their staff and settlement and employment agencies like COSTI, refer newcomers to mentoring as a way of finding meaningful employment.

17,000+

NEWCOMERS

**HAVE BEEN SUCCESSFULLY
MATCHED WITH MENTORS
THROUGH EMPLOYER
PARTNERSHIPS BY THE TRIEC
MENTORING PARTNERSHIP**

EMPLOYMENT SERVICES

Career Assessment and Planning, Job Search and Placement, Job Maintenance Support services for adults (including internationally trained professionals/tradespeople) and youth are provided through a comprehensive 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 and training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

The Canada-Ontario Job Grant (COJG) provides resources to employers to undertake training and professional development in their workforce. COSTI is a designated provider of the COJG.

HOMELESS INITIATIVES FUND - EMPLOYMENT

Supports individuals accessing COSTI's Housing Help programs. Participants undergo an employability assessment, individualized return-to-work action plan, pre-employment workshops and career exploration that lead to self-improvement and/or employment.

LIFE SKILLS TRAINING

Employment preparation workshops to develop life and management skills and career exploration options. Services for residents of York Region or social assistance recipients include career planning, résumé development, interview skills and creation of a personal job search plan.

ONLINE SERVICES

Using an interactive online platform e-facilitated by Employment Consultants, online services are available to unemployed and under-employed individuals who face multiple barriers and cannot otherwise access on-site services. An Employment Resource room is available for specific job search techniques and tools, and a Virtual Library listing key websites related to employment research and job search.

ONTARIO WORKS

The Internationally Trained Individuals program provides basic training on career planning, résumé development, interview skills and creation of a personal job search plan. Services for job-ready social assistance recipients include assessment, four weeks of group instruction, individual job placement and follow-up support.

RESOURCE AND INFORMATION

Individuals access information on careers and occupations, 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 and written materials.

LOCATIONS

BRAMPTON EMPLOYMENT SERVICES

10 Gillingham Drive
Suite 300
905-459-8855

MISSISSAUGA EMPLOYMENT SERVICES

6750 Winston Churchill Blvd.
Unit 8A
905-567-0482

TORONTO EMPLOYMENT SERVICES

2301 Keele Street, Unit 102
416-789-7925

VAUGHAN EMPLOYMENT SERVICES

3100 Rutherford Road
Suite 102
905-669-5627

WESTON EMPLOYMENT SERVICES

1885 Weston Road
416-588-2240

69% **ADULTS AND YOUTH**
WHO WERE UNEMPLOYED AND
UNDER-EMPLOYED SECURED
EMPLOYMENT

79% **OF EMPLOYERS**
WE WORK WITH ARE
SMALL TO MEDIUM-SIZED
COMPANIES

80% **OF CLIENTS SEEKING
EMPLOYMENT**
HAVE POST GRADUATE OR
BACHELOR DEGREES



Art activities at the CBAO Seniors Day program



Increasing Independence and Reducing Isolation

In 2018/19, COSTI continued to develop partnerships and programming for older adults, including weekly and bi-weekly group sessions addressing seniors' priority needs.

COSTI's services for older adults are designed to enrich their lives. We engage them directly in active living by providing support to adult immigrants and their families through programs such as the Seniors Active Living Centre, CBAO Seniors Day program, and Chinese and Spanish seniors' clubs. Through recreational, educational and cultural activities, as well as supportive counselling, COSTI's Seniors' Services effectively engage and involve this fast growing segment of our community.

This coming year, in addition to exploring and developing new partnerships with relevant service providers, COSTI will participate in a study of older Italian-Canadian women with the goal of collecting first-person accounts of what led to their immigration to Canada and their experiences immediately after immigrating.

SENIORS' SERVICES

Organizational support provided to the Canadian Italian Family Assistance Association (CIFAA) and to seniors of the Caravelle Club and the Association of Spanish-speaking Seniors to assist them in their social, educational, and recreational activities.

Seniors Active Living Centre allows Italian seniors the opportunity to take part in daily social, cultural, recreational and educational activities; Encuentro Latino, a group for Spanish-speaking seniors is designed to provide socialization, reduction of social isolation and mutual support in the settlement process. In addition, workshops and information sessions are offered to Chinese and South Asian communities.

Operated by COSTI and funded by the Calabrian Benevolent Association of Ontario (CBAO), the Seniors Day program supports Italian-speaking elderly who have been diagnosed with early-stage dementia and/or Alzheimer's disease as well as their families and care partners.

LOCATIONS

CBAO SENIORS DAY PROGRAM

7730 Islington Avenue, Unit 7
905-605-3622

CORVETTI EDUCATION CENTRE

760 College Street
416-534-7400

NORTH YORK CENTRE

1700 Wilson Avenue, Suite 114
416-244-0480

1,809 SENIORS
ATTENDED ENGLISH CLASSES, RECEIVED HELP WITH ACCESSING GOVERNMENT INCOME MAINTENANCE PROGRAMS, OR COMMUNITY AND HEALTH SERVICES, WHILE OTHERS ENGAGED IN ACTIVITIES THAT HELPED THEM STAY ACTIVE AND INDEPENDENT

320+ INFORMATION SESSIONS
AND WORKSHOPS, SPECIAL EVENTS AND OUTDOOR ACTIVITIES ENGAGED SENIORS AND REDUCED ISOLATION

Transforming Lives One Person at a Time

COSTI believes that all women deserve a supportive environment in which they can feel empowered. Our goal is to offer specialized employment services, supportive counselling, workshops on health, parenting and financial matters to over 14,977 adult and young women who come to COSTI for help.

Many immigrant women who come to Canada are well educated and experienced professionals, but are overlooked by employers because they are not able to communicate at a high level of English. Others need access to housing, settlement and counselling services.

COSTI's priority for 2018/19 and in the coming year is to enhance our specialized services for women through the development of lifeskills training webinars and the further development of promotional videos to help educate newcomer women on the unique services available to them. In addition, we will continue to explore funding opportunities that will allow us to re-introduce the Women of Courage program, where 86% of participants found employment in their field.



Milagros Feliz, Participant in COSTI's I Am A New Canadian Campaign, Women of Courage program

Milagros was a well-established business woman before she came to Canada from the Dominican Republic. She travelled to Canada in 2016 with a desire to explore new opportunities and make a better life for herself and her children.

"When I stepped onto the plane to Canada, I was sad but relieved and full of hope." While moving to a new country brought with it some uncertainty, Milagros was confident that Canada was a land of opportunity where she would grow and fulfill her dreams.

"As soon as I arrived, I began volunteering at Unison Health and Community Services, providing administrative support to a Tax Preparation Clinic and also volunteered as a Multicultural Ambassador for Luminato through CultureLink's Community Education program for newcomers.

3,894 ADULT AND YOUNG WOMEN
PARTICIPATED IN COSTI PROGRAMS TO
SECURE EMPLOYMENT AND UPGRADE
THEIR SKILLS

58% OF COSTI CLIENTS
ARE WOMEN

63% OF INDIVIDUALS
WHO ACCESS COSTI'S ONLINE
SERVICES ARE WOMEN

Through my community engagement, I saw the need and the possibilities to contribute and thank Canadians. It motivated me to start looking at different opportunities available and made me want to do more.

I had no idea on how I would get to where I wanted to be, but I knew that I didn't want to live my life working one survival job after another. My English skills were limited and I realized that improving my English was a must. I enrolled in three different schools and studied English six days a week for months and months. I was confident that with a little help, I could use my skills and work experience in a way that would allow me to make a decent living and support my children, especially as a sole provider."

Milagros was introduced to Martha Santamaria, Job Developer at COSTI's Women of Courage program, by her Case Worker. *"From the beginning, I took my application and potential involvement in the program very seriously. I knew my typing and other soft skills were very good and I would do the best I could to gain admission. The process was not easy, but getting the admission immediately gave me a sense of pride. I was very happy. Attending the program and going to school on a daily basis was not easy. I was faced with some life challenges, but was determined to succeed."*

By taking classes at Humber College and attending workshops hosted by COSTI, Milagros gained important insights and guidance in navigating her future employment and educational opportunities.

"My vision became clearer and more achievable. I wanted it all! My goals were to secure a student placement at AMA Legal Services in order to gain Canadian work experience in Office Administration and to continue to learn and educate myself by enrolling in post-secondary education after I completed the program."

Milagros is an example of how newcomers to Canada can achieve success, adapt to a new environment, engage in their community and help others in need. *"I am very hopeful about the future. I'm on my way to achieving my Canadian dream of launching my own legal office, not just for myself, but for the future of my children."*

COSTI's Women's Services, encompass a wide variety of programs, assisting women in moving from a condition of dependency and isolation to a more empowered state. Operating with the shared objective of enhancing the full and equal participation of women in all facets of society, COSTI staff assist women of diverse backgrounds and experiences in overcoming economic, health, legal and cultural barriers.

The Women of Courage program was offered in partnership with Humber College. The program provided women with a college certificate in office administration. Combined with group counselling, life skills workshops and job search activities, the program enhanced women's preparation for employment opportunities.

WOMEN'S SERVICES

Operating with the shared objective of developing the full and equal participation of women in all facets of our communities, COSTI staff help women of diverse backgrounds and experiences in overcoming economic, health, legal and cultural barriers.

The goal of COSTI's programs and services for women is to address systemic and personal barriers that impact on immigrant women and provide a supportive environment that move women from a situation of dependency and isolation to a more empowered state.

Immigrant women have access to workshops on topics relevant to their well-being: health, parenting, domestic violence, etc. *COSTI's Trauma Group for Spanish-speaking Women* offers individual and group counselling for Spanish-speaking women and their children experiencing trauma.

The *Lifeskills Counselling program* provides workshops combined with individual counselling for women to improve their self-confidence and increase their employment potential. Located in the Region of Peel, *Pathways to Success* provides low-income women opportunities to explore self-employment and stabilize their personal and family situation. *Ubuntu Talks - Women to Women Speakers Series*, provides refugee women with opportunities for civic engagement, confidence building and empowerment through the art of story-telling. Women in need of housing services receive childminding and travel supports in order to access services.

LOCATIONS

BRAMPTON EMPLOYMENT SERVICES

10 Gillingham Drive
Suite 300
905-459-8855

CORVETTI EDUCATION CENTRE

760 College Street
416-534-7400

TORONTO EMPLOYMENT SERVICES

2301 Keele Street, Unit 102
416-789-7925

FAMILY AND MENTAL HEALTH SERVICES

1700 Wilson Avenue
Suite 105
416-244-7714

I AM (A NEW) CANADIAN

In 2018/19, COSTI launched a public campaign with a strong message: newcomers to Canada are making a contribution and make our country strong and prosperous. The *I Am (A New) Canadian* campaign tells inspiring stories of five immigrants who have overcome barriers and found success in Canada.

To engage the viewer, we commissioned Hans Poppe, a talented artist who immigrated to Canada from Tanzania, to paint the subjects' portraits in a colourful and unique style.

At COSTI, we believe the campaign sends a positive message about immigration while inspiring those who are new to Canada.

Two years in development, the campaign launched in 2019 and was featured in Toronto, the Region of Peel and York Region, on major transit routes, including buses, bus shelters, subway lines, Pearson International Airport, and social media platforms.

Share your #iamanewcanadian story, www.iamanewcanadian.ca



SAMIRA
ARRIVED IN CANADA 2016

Business System Analyst
Leading Canadian Banking
Institution



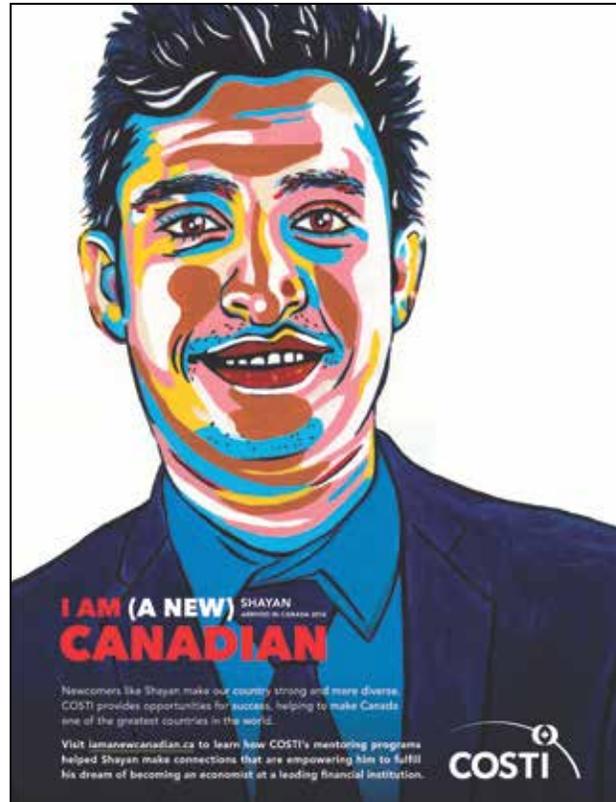
RAAJEEV
ARRIVED IN CANADA 2013

Chartered Professional Accountant
Kang & Kumar CPA



MILAGROS
ARRIVED IN CANADA 2016

Office Administrator
AMA Legal Services



SHAYAN
ARRIVED IN CANADA 2016

Financial Analyst
TD Bank



GRACE
ARRIVED IN CANADA 1999

Managing Director
CleNET Technologies

Investing in the Future

At COSTI, we believe that with support early on, we can help reduce the stress and anxiety experienced by adults and young people when they first arrive to Canada. COSTI's Settlement Services, from pre-arrival, to initial assessment and interpretation services, advocacy and counselling, promote a greater sense of security and well-being, helping newcomers and their families engage in their communities faster.

COSTI's priority for 2018/19 was to continue to enhance and strengthen our settlement support services to settled immigrants and newcomers, both adults and young people who live in the Greater Toronto Area. Last year, over 13,500 people received counselling and help with accessing government services, completing government forms, translation, interpretation and referral services to other supports in their local communities.

Young women and men who come to Canada as refugees have the greatest challenge in engaging with their peers and in the community because of the trauma they experienced, lack of English skills and adolescent insecurities. COSTI's Youth Leadership, Recreation and Community Connections programs continued to provide recreational and civic engagement activities to over 498 youth.



Dana and Nagham Alsouki, Volunteers and Participants in COSTI's Youth Leadership program

Program priorities for 2018/19 and the coming year will be to continue with the development and delivery of services that address the needs of children and youth who arrive as refugees and require additional supports given their age and lack of English. The goals of all of COSTI's youth and children's programs are to inspire confidence in youth, ensuring they stay in school, secure employment and become successful role models for other young adults.

Dana and Nagham Alsouki are in their late teens. They spent most of their teenage life moving from country to country, school to school, experiencing discrimination and hardships throughout their youth. They arrived in Canada three years ago and are now fully engaged in their communities.

7,626

INDIVIDUALS

LEARNED HOW TO NAVIGATE THROUGH THE SETTLEMENT PROCESS BY ATTENDING WEBINARS OR IN-PERSON ORIENTATION TO ONTARIO WORKSHOPS ACROSS THE PROVINCE

2,521

YOUNG MEN AND WOMEN

RECEIVED EMPLOYMENT SUPPORTS, INCLUDING PLACEMENT

SETTLEMENT SERVICES

Services include assessment, orientation, referral, information, interpretation, completing of government documents, advocacy, supportive counselling for new immigrants and settled immigrants.

Planning for Canada and the Active Engagement and Integration Project (AEIP) provide information and referral and initial orientation online to overseas clients to help them prepare for settlement and employment processes prior to arrival in Canada.

LOCATIONS

CORVETTI EDUCATION CENTRE
760 College Street
416-534-7400

NORTH YORK CENTRE
1700 Wilson Avenue
Suite 114
416-244-0480

VAUGHAN CENTRE
3100 Rutherford Road
Suite 102
905-669-5627

WELCOME CENTRE IMMIGRANT SERVICES RICHMOND HILL
9325 Yonge Street
Unit 31
289-842-3124

WELCOME CENTRE IMMIGRANT SERVICES VAUGHAN
9100 Jane Street
Building H
Units 56-67
905-761-1155

"Our lives are shaped by various experiences and challenges we have encountered. Good and bad memories play a significant role in altering the outlook we have towards our lives as well as our future. Sometimes, they are the reason why we can't move on. We have each experienced challenges that have structured our lives.

In July 2009, our family moved to Saudi Arabia because of our father's work. It was at that time that our challenges began. As females, our experiences were very difficult. Despite our young age, we were forced to wear an Abaya, a long cloak and a headscarf because of the dress code for women, that is governed by a strict interpretation of Islamic law and enforced to varying degrees across Saudi Arabia. Sometimes, we were forced to wear a Niqab to cover our faces, to not show off our beauty. As a result, we learned to see the world in gaps.

We were restricted from basic rights as children. We were not allowed to participate in any club or join any sports team because of our gender, nor could we go out alone without a male accompanying us. Because our father typically worked up to twelve hours a day, we felt like prisoners at home, not able to go out.

Not only was our gender a barrier to freedom, we were also treated badly because of our nationality and religious beliefs. As Syrians, we weren't allowed to get free education or study in public schools. Since we were not allowed to study in public school, we had no choice but to study in private schools. Our parents paid 13,000 Riyals for each of their four children in order for us to continue our studies. With only our father allowed to work, the financial burden was heavy and could not continue.

Our parents decided to move back to Syria, but the civil war began in Damascus, in the area that we lived in. Because it wasn't safe any longer in Syria, our father decided to move back to Saudi Arabia. But Saudi Arabia started to force out Syrians, rather than accepting Syrians as refugees. Our lives became harder and harder.

We felt that at any time we would be removed from the country, die in Syria, or stay homeless and dispersed on the borders. Seeking asylum to Germany was the only way for our family to be safe because the country accepted Syrian refugees. We went there hoping to build a better life, but the lack of language and uncertain status made it unclear whether we would be able to continue with school and complete our education, find a job, find a home, or stay homeless.

During our senior year in high school we moved to Texas. We felt free. It was amazing. This was the life we were seeking, somewhere to build our future and live peacefully. But when Donald Trump became President, we knew we would need to leave, we moved to Canada.

While it took a few months for us to make friends, there were many programs available to us to help familiarize ourselves with Canada, Canadian customs and lifestyle. COSTI's Settlement Services and Leadership program are examples of programs that helped us over the last three years. Participating in the programs helped with our settlement process and helped us to become confident and become more involved in the community by volunteering, participating in workshops and attending English classes.

We continue to be involved with COSTI and enjoy speaking to youth and community organizations to share our experiences and inspire other youth to dream large. We also volunteer and work on a number of COSTI projects that help improve the image of refugees. For example, we created a project to raise awareness for newcomer youth and presented at a national conference in Winnipeg. The idea behind the project was to offer support and help to newcomer youth coming to Canada. As young adults, we had our struggles, our failures and successes. We want to share our experiences with other youth, so they don't have to go through what we did and can start on the right track: enrolling in school, learning the language, finding friends, finding a good job, adapting to a new culture, etc.

We have also become mentors for youth, creating a Facebook page, where they can ask questions and we can offer the support and help they might need to forge their path towards success.

With all of the support we received in Canada, we feel it is our second home. We have finished school, have permanent resident cards and are employed. In other words, we have a good life, a life that everyone looks for and dreams of. We are very thankful for what Canada has given our family. We will try our best to pay it forward to Canadians and the community, without forgetting our original country - Syria. We hope to go back to it one day and help with rebuilding it. These are our dreams and aspirations, but they will not be achieved by some coincidence, they will be achieved with intent, commitment and hard work."

In the fall of 2019, Dana will be enrolling in university, continuing her education in the health and sciences field, as a first step to pursuing a medical career as a doctor and Nagham will enroll in Bachelor of Science, Biology program. Their future goals include helping other newcomers and refugees, both in Canada and Syria. They want to give back, help the injured and disadvantaged, donate their time and funds, and sponsor refugee families.

498 **YOUNG PEOPLE**
PARTICIPATED IN YOUTH LEADERSHIP DEVELOPMENT, SOCCER AND TRACK AND FIELD PRACTICE/COMPETITIONS, VOLUNTEER TRAINING AND GROUP ACTIVITIES

FAYE BLACKWOOD, A COSTI COACH, WAS INTRODUCED INTO THE TORONTO SPORTS HALL OF FAME IN THE SPIRIT OF SPORT DIVERSITY AND INCLUSION CATEGORY. THE AWARD RECOGNIZES THE ACCOMPLISHMENTS OF AN INDIVIDUAL WHO HAS MADE A SIGNIFICANT IMPACT IN SPORT BY FOSTERING AN INCLUSIVE CULTURE AND/OR CREATING OPPORTUNITIES FOR TORONTO'S DIVERSE COMMUNITIES.

1,700 **INDIVIDUALS PARTICIPATED IN LIVE WEBINARS**
FOCUSSED ON SETTLEMENT INFORMATION AND SERVICES

437 **CHILDREN AND YOUTH**
STAYING AT THE RALPH CHIODO FAMILY IMMIGRANT RECEPTION CENTRE WERE PROVIDED WITH THE OPPORTUNITY TO WORK THROUGH THEIR FEARS BY EXPRESSING THEMSELVES THROUGH ART

CHILDREN & YOUTH SERVICES

REFUGEE YOUTH LEADERSHIP PROGRAM

The Youth Leadership program is a youth-friendly initiative for Syrian refugees that engages youth through an ESL-fellowship program, leadership training and community partner exchange and engagement. Youth-led Community Councils empower refugee youth through community engagement projects, themed workshops, volunteer activities, leadership development and sports and recreation, allowing refugee youth to shape their experiences and continue to be leaders in their communities.

YOUTH JOB CONNECTION

Assists young people between the ages of 15 to 29 facing multiple and/or complex barriers to employment build better futures. Participants receive a minimum of 60 hours of paid training to prepare them for the workplace, a job for up to 6 months and mentorship, job-coaching and help with the transition from school to work, or to ongoing employment once the service ends.

YOUTH JOB CONNECTION - SUMMER

Offers high school students planning to stay in or return to school, or to move on to post-secondary education with at least 20 hours of paid training to prepare them for the workforce, mentorship, job coaching and help in securing summer jobs that last up to 8 weeks; and part-time and after school jobs. This service is available at our Keele Street location only.

YOUTH HEALTH AND RECREATION

Empowers youth by encouraging and building leadership skills through positive engagement in physical activities and sports, healthy eating and dialogue on issues such as risky personal behaviours for youth between the ages of 13 and 24. Youth and seniors come together to grow, cultivate and cook vegetables from a community garden. This exciting initiative engages participants in a dialogue and activity where they will gain a better understanding of their similarities and differences and come to value the contributions of both generations.

YOUTH JOB LINK

Participants improve their knowledge of career options and today's labour market; building the life skills to successfully plan and manage a career; write a résumé, search and apply for jobs and prepare for interviews; prepare for the workplace by learning about team work, customer service, health and safety and labour rules. A job-matching component to help connect participants with employers offering job opportunities that match their skills and interests is also available.

YOUTH MENTORING

Program matches out-of-school unemployed youth with older mentors. Mentors provide advice and coaching on career planning and life skills.

YOUTH NETWORKS

An employment focused youth networking and mentoring program. The program includes wrap around supports to assist youth facing multiple barriers to access and utilize the program including the online netWORKS hub.

YOUTH SETTLEMENT SERVICES

One-on-one help and group workshops provide orientation, referral, information, interpretation, completion of government documents, advocacy and supportive counselling for immigrant youth between the ages of 16 and 24 who need assistance. Youth Community Connections focuses on youths' recreational and social needs as well as promoting respect, addresses issues such as conflict and anger management, racism and sexism through mediation activities, education and community engagement activities. The program builds character and enhances the mentorship skills of the participants.

LOCATIONS

BIRCHMOUNT STADIUM

(April to July and
September to October)
100 Birchmount Road
647-827-1462

BRAMPTON EMPLOYMENT SERVICES

10 Gillingham Drive
Suite 300
905-459-8855

MISSISSAUGA EMPLOYMENT SERVICES

6750 Winston Churchill Blvd.
Unit 8A
905-567-0482

SCARBOROUGH TOWN CENTRE

55 Town Centre Court
Suite 401
Scarborough

SQUARE ONE SHOPPING CENTRE

100 City Centre
Suite 501
Mississauga

TORONTO EMPLOYMENT SERVICES

2301 Keele Street, Unit 102
416-789-7925

VARIETY VILLAGE

(November to March)
3701 Danforth Avenue
416-367-2828, ext. 270

VAUGHAN EMPLOYMENT SERVICES

3100 Rutherford Road
Suite 102
905-669-5627

VODDEN CENTRE

227 Vodden Street East
Suite 3
905-459-6700

WESTON EMPLOYMENT SERVICES

1885 Weston Road
416-588-2240

From Hope to Opportunity

2018/19 was the first full year of implementation and operation of a restructured COSTI Refugee Services Division. The wrap-around service delivery model for government-sponsored refugees was implemented and the hostel services program expanded to address the ongoing arrival of refugee claimants to Ontario.

Priorities for the coming year include enhancing COSTI's housing search model that leads to reduced stays in temporary accommodations and expanding services to high-need refugee claimants after they leave temporary shelter.

Work will continue to improve the quality of services offered to all clients who come to Canada as refugees, by enhancing the wrap-around model of services. The goal is to enhance current programming and ensure that anyone that comes through our doors is able to have their medical needs addressed, access mental health counselling, housing and employment opportunities as soon as they arrive.

Newcomers who arrive in Canada as refugees, come with renewed hope to create better lives for themselves and their families. They bring with them valuable skills and knowledge. Whether they are government-sponsored, privately-sponsored, or refugee claimants, COSTI's role is to welcome them, make them feel secure and connect them with housing and local communities.



Rahaf Mohamed with COSTI General Counsellor Saba Abbas

Rahaf Mohammed landed safely on Canadian soil on January 12, 2019. She managed to get the world's attention to her plight through the skillful and desperate use of social media while barricaded in a hotel room in Bangkok.

Her escape and arrival in Canada was documented around the world. The news coverage provided the world with an idea of Rahaf's experience before coming to Canada.

What it didn't show was her happiness the moment the airplane lifted off the ground and she realized that she had finally achieved her goal - freedom.

1,512 **GOVERNMENT-SPONSORED REFUGEES**
RECEIVED INTENSIVE CASE MANAGEMENT SERVICES THROUGH COSTI'S RESETTLEMENT AND CLIENT SUPPORT SERVICES PROGRAMS

212 **INDIVIDUALS**
SEEKING EMPLOYMENT HAVE RECEIVED COUNSELLING THROUGH COSTI'S REFUGEE MENTAL HEALTH SERVICES

As one of the service providers of the government of Canada's Resettlement Assistance Program, COSTI was entrusted with her care from the moment she arrived. Rahaf, like many others before her and after, received temporary accommodation and a range of initial settlement services including orientation, completing applications for essential documents (OHIP, SIN), medical referrals, housing acquisition, life skills support, trauma counselling and general support.

Rahaf continues to live a private life enjoying her new found freedom. As a result of her bold escape and the widespread news coverage she received, many have credited Rahaf and others who have long campaigned for women's rights, with influencing some changes in Saudi Arabia's treatment of women.

"I am one of the lucky ones. I know that there are unlucky women who disappeared after trying to escape or who could not do anything to change their reality. When I heard the news from UNHCR that Canada was selected as my new home, the stress that I felt over the last week melted away.

I was not treated respectfully by my family and I was not allowed to be myself and who I want to be. As you know, in Saudi Arabia this is the case for all Saudi women, except for those that are fortunate enough to have understanding parents. They can't be independent and they need the approval of their male guardian for everything. Any woman who thinks of escaping, or escapes, will be at risk of persecution.

I want to be independent, travel, make my own decisions on education, a career, or who, and when I should marry. I had no say in any of this. Today I can proudly say that I am capable of making all of those decisions.

I am so grateful for all of the offers of support for housing and friendship. Thank you to everyone for reaching out and making me feel welcome in my new home.

Today and for years to come, I will work in support of freedom for women around the world. The same freedom I experienced on the first day I arrived in Canada."

REFUGEE SERVICES

Government-sponsored refugees receive temporary accommodation, move out support and a range of initial settlement services, including orientation, completing applications for essential documents (OHIP, SIN), medical referrals, housing acquisition, life skills support, trauma counselling and support. Refugee Claimants are provided with temporary accommodation, settlement services and housing assistance.

ART THERAPY PROGRAM

Directed to the psycho-emotional needs of refugee children and youth, offers traumatized refugee children the opportunity to express themselves through art.

CLIENT SUPPORT SERVICES

Government-sponsored refugees receive life skills, assessment, information and referral, group orientation, interpretation, advocacy, completion of government documents, and supportive counselling through a case management approach.

LANGUAGE TRAINING

Delivered by the Syrian Canadian Foundation, Arabic-speaking newcomers receive English language training delivered in-home, or in community settings.

EMPLOYMENT PROGRAMS

Employment programs provide life skills, pre-employment and employment supports to semi-skilled and skilled refugee claimants and other vulnerable populations. In partnership with the Labour Education Centre, the *Arabic Construction Safety Training program* provided targeted labour market integration supports for eligible clients, and supports specialized programming that combines language learning and work experience, while facilitating job placement.

LOCATIONS

CORVETTI EDUCATION CENTRE

760 College Street
416-534-7400

FAMILY AND MENTAL HEALTH SERVICES

1700 Wilson Avenue, Suite 105
416-244-7714

RALPH CHIODO FAMILY IMMIGRANT RECEPTION CENTRE

100 Lippincott Street
416-922-6688

TORONTO EMPLOYMENT SERVICES

2301 Keele Street, Unit 102
416-789-7925

Providing Access to Appropriate Care – Engaging Individuals & Families

In 2018/19 COSTI continued to expand the availability of mental health services offered to newcomers who arrived in Canada as refugees. Last year, over 970 immigrants and refugee families received culturally competent counselling services. We believe that the mental health of newcomers greatly impacts on an individual's ability to integrate into society. In keeping with this philosophy, COSTI continues to expand the capacity of mental health services by including additional languages such as Arabic to serve a greater number of government-sponsored refugees.

This coming year, the current model of delivering psychiatric services will be re-assessed, with the aim of introducing and delivering psychiatric services in Arabic and to further expand trauma counselling for government-sponsored refugees. In addition, staff training will be a key priority for the coming year to help equip staff with the tools necessary to better address the mental health needs of immigrant and refugee children's mental health issues.

FAMILY & MENTAL HEALTH SERVICES

FAMILY COUNSELLING

Individual, couples, and family counselling; groups for women victims of violence and for men who abuse their partners; psychiatric assessment and follow-up services for individuals of Hispanic and Italian background.

GAMBLING, GAMING AND TECHNOLOGY USE SERVICES

Culturally and linguistically appropriate counselling for individuals experiencing gambling problems. Services are available to individuals and family members of Hispanic, Italian and Portuguese background.

LOCATIONS

FAMILY AND MENTAL HEALTH SERVICES

1700 Wilson Avenue, Suite 105
416-244-7714

VAUGHAN CENTRE

3100 Rutherford Road, Suite 102
905-669-5627

100+ INDIVIDUALS
ATTENDED THE
MARCH 2019
CONFERENCE

COSTI'S GAMBLING, GAMING AND TECHNOLOGY USE SERVICES WORKS WITH DIVERSE ETHNO-SPECIFIC AGENCIES, THE ONTARIO RESOURCE GROUP ON GAMBLING, ETHNICITY AND CULTURE, AND THE CENTRE FOR ADDICTION AND MENTAL HEALTH TO DELIVER AWARENESS-RAISING ACTIVITIES. IT ORGANIZES AN ANNUAL CONFERENCE FOR PROFESSIONALS IN THE FIELD, AND CONDUCTS COMMUNITY-BASED RESEARCH TO FURTHER BUILD KNOWLEDGE AND EXPERTISE IN THE SECTOR.

THE THEME OF LAST YEAR'S GAMBLING, CULTURE, COMMUNITY AND INTERVENTION CONFERENCE WAS ADDRESSING STIGMA. FARDOUS HOSSEINY, NATIONAL DIRECTOR, RESEARCH AND PUBLIC POLICY FOR THE CANADIAN MENTAL HEALTH ASSOCIATION, PRESENTED THE KEYNOTE ADDRESS *THE "UNSPOKEN" PROBLEM: GAMBLING AND PROBLEM GAMBLING IN ETHNOCULTURAL COMMUNITIES.*

1,397 WOMEN
RECEIVED INDIVIDUAL
AND SUPPORTIVE
COUNSELLING

1,300 INDIVIDUALS
RECEIVED INDIVIDUAL, COUPLES AND FAMILY COUNSELLING
AND ACCESSED ON-SITE PSYCHIATRIC SERVICES IN ENGLISH,
ITALIAN AND SPANISH



HOUSING SERVICES

Housing search assistance, eviction prevention, housing stabilization, crisis intervention, information, referral, education workshops for tenants and landlords, Rent Bank and Low-Income Energy Assistance Program and an Identification clinic.

The Housing program provides meaningful volunteer work experience, mentoring and workplace training to people who are homeless or in danger of becoming homeless in an effort to increase their housing and employment opportunities.

LOCATIONS

NORTH YORK CENTRE

1700 Wilson Avenue
Suite 114
416-244-0480

Housing Services are also provided at various satellite locations across Toronto that temporarily house government-sponsored refugees and refugee claimants.

Housing Services

COSTI believes in breaking down barriers to sustainable housing. We accelerate access to housing by working with landlords directly, by providing workplace training for those who are homeless or in danger of becoming homeless and by engaging adults and young people in the search process.

Last year, new relationships with landlords and community partners enhanced our services, allowing us to further expand our reach in an effort to secure housing more quickly and permanently for our clients.

3,830 PEOPLE WHO WERE HOMELESS OR AT RISK OF HOMELESSNESS WERE HELPED TO SECURE PERMANENT HOUSING

58 VOLUNTEERS PROVIDED OVER 840 HOURS OF SUPPORT TO COSTI'S HOUSING DROP-IN PROGRAM AND SEWING GROUP

Donors & Contributors

"I remember as I young boy my dad taking me to the COSTI Annual meeting on Beverly Street. At the time, I did not really understand what this formal gathering on a Saturday afternoon was all about. It was only later in life that I came to understand what COSTI did and how their work was similar to what my dad did when he worked for the Italian Immigrant Aid Society early in his career. (The two organizations merged in the 60s.)"



John Colantonio, Managing Director, Mister Safety Shoes

"My parents, Frank and Nella Colantonio, tried to instill in my sister and I, the values of hard work, education and empathy from a very young age. They wanted us to understand the struggles faced by many Italian immigrants and other immigrant communities coming to Canada for a better life.

My father also wanted his children to appreciate the value in being involved, volunteering and giving back to the community. He was a grassroots organizer for the Carpenters' Union, case administrator for the Italian Immigrant Aid Society, before he began volunteering, and a safety instructor with the Construction Safety Association of Ontario.

OVER \$80,000 WAS DONATED BY INDIVIDUALS AND FOUNDATIONS FROM ACROSS CANADA AND THE UNITED STATES TO SUPPORT COSTI IN PROVIDING SERVICES TO REFUGEES AND NEWCOMERS ARRIVING TO CANADA FROM AROUND THE WORLD

OVER \$45,000 WAS RAISED IN SUPPORT OF COSTI'S CHILDREN AND YOUTH SERVICES AT COSTI'S ANNUAL GOLF TOURNAMENT

THANK YOU TO OUR KEY SPONSORS IC SAVINGS, OPSEU SOCIAL JUSTICE FUND, BELLISSIMO LAW GROUP, CARPENTERS' DISTRICT COUNCIL OF ONTARIO, CV ROMEO, PROVINCIAL BUILDING & CONSTRUCTION TRADES COUNCIL OF ONTARIO, SPARKROCK, SUNRAY GROUP, WESTDALE PROPERTIES AND UNIFOR

In August 1950, working as a labourer, my father saw an older, experienced man die due to a frayed extension cord which found its way into a puddle. He had noticed the extension cord earlier but did not feel that it was his place to say something. That horrible experience taught my father two things: First, workplace safety is all about prevention and training; secondly, never sit on your hands when speaking up is the right thing to do. This incident led in larger part, to the founding of my parents first safety footwear store in 1972.

I can still hear my father's voice 'take your time, shoes for work are the most important footwear purchase you can make'," John recalls fondly. "My father and my mother Nella believed that anyone walking into our store should be treated with respect and dignity. My mother often recalled how some shopkeepers were indifferent to her because she couldn't speak English when she first arrived in Canada. She would patronize businesses that made her feel comfortable and appreciated in spite of her language challenges. Those vivid memories inspired them to create an environment in their store that would make patrons feel welcomed and comfortable, no matter what language they spoke. Patience and empathy are key qualities we still look for in our employees today."

Mister Safety Shoes has grown and expanded to over twenty-six locations in Ontario and Alberta. *"As the business has grown, I wanted to continue my parents' tradition of support of newcomers, so I reached out to COSTI to find out how Mister Safety Shoes could help. Newcomers visit our stores every day - they are new to Canada, beginning new lives and new jobs. They come to our store to be fitted for safety footwear for their jobs in warehouses, food processing plants, construction, a wide range of skilled trades, and many other professions. We also understand, that to a newcomer, their first job in Canada can be a life changing event. By making safety shoes available to newcomers through COSTI at no cost, they can accept a new position that requires safety footwear. Hopefully, we are doing a small part to give them a step up."*

To date, over 150 newcomers have received safety footwear to help successfully secure their first job in Canada, thanks to Mister Safety Shoes. *"It's a small gesture, but one that I hope helps newcomers to Canada feel more comfortable and safe on the job. Like my dad, I hope to play a part in giving newcomers a little bit of help along the way, as they work to achieve their goals, for themselves and their children."*

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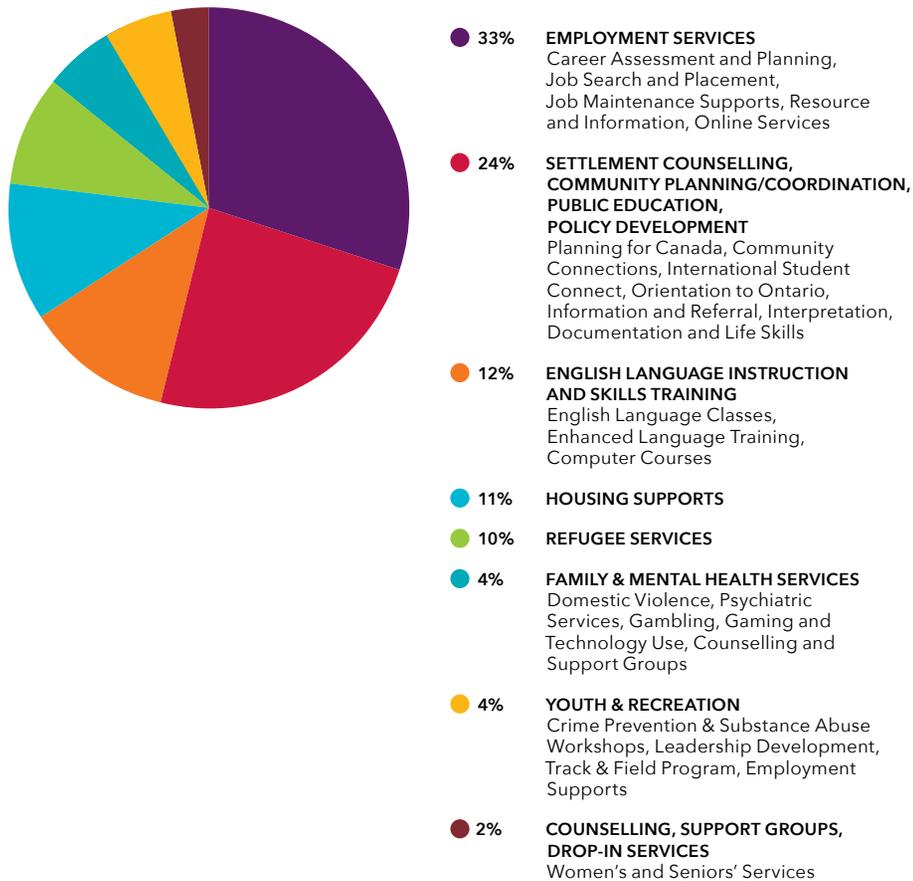
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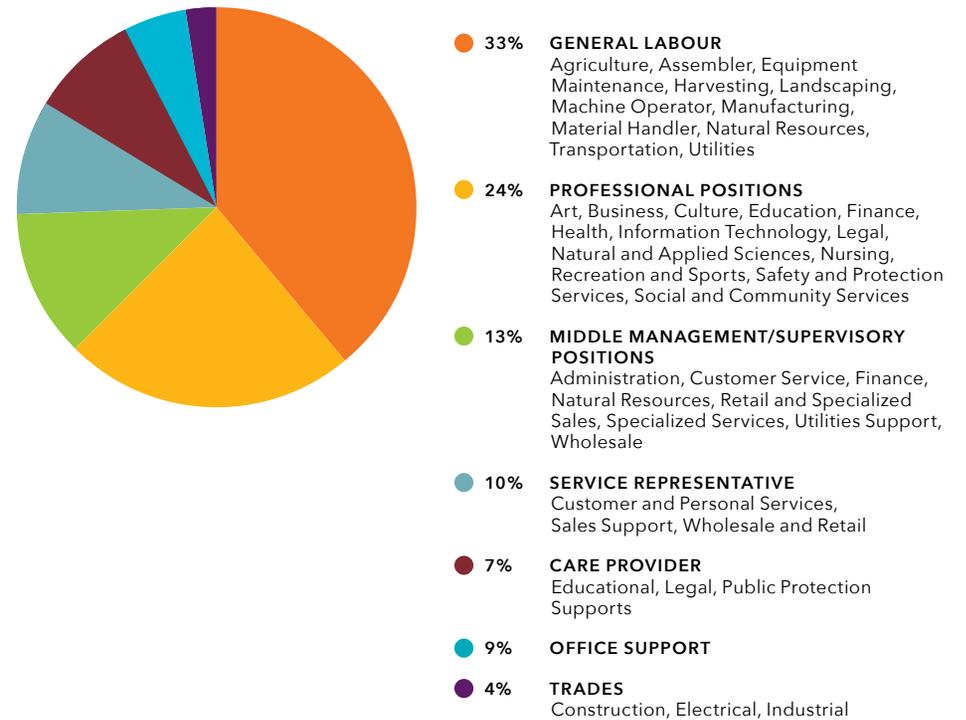
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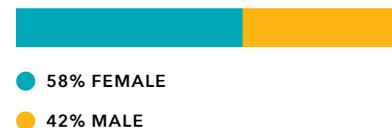
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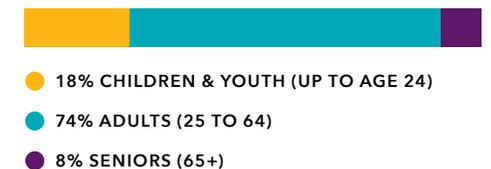
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To empower people from diverse communities to succeed and achieve their full potential by providing educational, employment and social services.

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A prosperous and inclusive Canada built on the success of every individual.

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