

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.



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A United Way Member Agency



COSTI **ANNUAL** REPORT



TABLE OF CONTENTS

President's Message	1
Executive Director's Report	2
COSTI and the Community	3
Partnership and Collaboration	5
Coordinating the Needs of English Language Learners	6
Reducing Isolation and Increasing Independence	8
» Elderly Persons' Centre	
Opportunities for Success	10
» Employment Services and The Mentoring Partnership	
Donors & Contributors	12
» Donor Profile	
Transforming Lives, One Person at a Time	14
» The Women of Courage Program	
Opportunities for Hope	16
» Housing and Settlement Services	
Investing in the Future	20
» Children & Youth Services	
Family and Mental Health Services	21
Who We Help	23
Board of Directors	24
Our Funders and Supporters	24

PRESIDENT'S REPORT



Throughout the year, we will continue to communicate our impact on individuals, families and the community and work towards diversifying our funding by reaching out to new donors and corporations.

Bruno M. Suppa

The year 2012/2013 saw the organization take the first steps in implementing the Strategic Plan developed by staff and Board members and approved to be implemented by the Board of Directors. This process is an opportunity to re-evaluate our core values, vision and mission and explore ways to better demonstrate and communicate the positive impact we have on the lives of immigrants, refugees and vulnerable populations.

COSTI changes the lives of people in so many ways, people like Alfredo who received important job skills training. We share his story with you on page 10 of this report. As an internationally trained professional, whose skills were not recognized in Canada, Alfredo was struggling with a low-paying job. Thanks to the support he received from COSTI, he was able to find employment in his area of expertise. It was a similar experience for Irina whose story is profiled on page 6 of the report. Both graciously share their personal struggles with us and represent stories of positive impact.

In addition to hearing about and seeing the lives of clients improve first-hand, I have also had the privilege to witness the impact of our staff. Thanks to the skills and support of one of our Social Workers at COSTI's Family and Mental Health Services, individuals like Maree can be helped. Her story of struggle and strength is outlined on page 14 of the report.

Throughout the year, we will continue to communicate our impact on individuals, families and the community and work towards diversifying our funding by reaching out to new donors and corporations.

IC Savings Foundation is one example of this important reach-out. Thanks to their support and funding, services that do not typically receive government dollars, such as the Art Therapy Program benefiting children and adults who have experienced trauma, can be sustained.

While the challenges to secure additional funding continue, the Board of Directors and I are confident we will maintain the quality of service and support will be available to our immigrant population as it has been in the past.

Bruno M. Suppa
President

EXECUTIVE DIRECTOR'S REPORT



We expect that the immigrant settlement landscape will continue to evolve and COSTI is prepared to find creative solutions to addressing the needs of newcomers.

Mario J. Calla

The landscape in which the settlement sector works has been changing significantly for the past several years and seems destined to continue to transform itself. Immigration policy has shifted fundamentally to one that is primarily driven by labour market concerns. Employers are playing a stronger and more direct role in immigrant selection through the Temporary Foreign Worker Program and the recently announced Expression of Interest program. The federal government is also inviting a greater role for the private sector in the financing and delivery of services as evidenced by their intention to pilot social financing and to roll out the Canada Jobs Grant.

Shifts in our economy, combined with immigration policy changes, are seeing a re-ordering of demographics as more immigrants are settling in western Canada and in smaller communities. The political environment is also shifting as the federal government has repatriated responsibility for settlement services from British Columbia and Manitoba and has announced its plans to do the same with a significant portion of employment services right across the country.

In addition, the Federal Skilled Worker Program raised the minimum official language thresholds to make language the most important factor in the selection process and restrictions have been introduced to Family Class sponsorships and the refugee determination process.

What are the implications of this changing landscape for our work and how do we stay relevant to newcomers in this dynamic environment? These are questions that COSTI has been addressing internally and with community partners in general.

One of the implications of these changes is that the settlement process needs to start prior to the immigrant's departure from their homeland so that they can more quickly connect to the labour market. As a result of our involvement in the Canadian Immigrant Integration Program, COSTI has established contacts with CIIP offices in China, India, Philippines and the U.K. that provide Canadian orientation workshops and COSTI's contact information to immigrants destined for Ontario. With today's technology we are able to start their settlement process before their departure. We are currently working with about 250 newcomers per month as a result of this program.

Another clear direction is the need to engage employers in the settlement process. Fortunately COSTI has long-standing experience with employers through our employment programs and we are exploring ways to engage and support small and medium sized businesses. These businesses account for the majority of the labour market and are now presented with opportunities by the new immigration policy directions.

We expect that the immigrant settlement landscape will continue to evolve and COSTI is prepared to find creative solutions to addressing the needs of newcomers.


Mario J. Calla
Executive Director

COSTI & THE COMMUNITY

COSTI'S WORK IN THE COMMUNITY CONTINUES TO BE A HIGH PRIORITY. THROUGH ACTIVE PARTICIPATION IN LOCAL, PROVINCIAL AND NATIONAL COMMITTEES, ADVISORY AND WORKING GROUPS AND AD HOC COALITIONS, WE HAVE REPRESENTED THE VOICE OF IMMIGRANTS, REFUGEES AND THE IMMIGRANT SERVING SECTOR IN PLANNING AND COORDINATION, PUBLIC POLICY, RESEARCH AND PUBLIC EDUCATION.

COSTI supported the continued development of local community groups, such as the South Asian Women's Rights Organization, serving Bangladeshi women in Scarborough, and worked with hundreds of partner organizations to coordinate the Job Search Workshops Program, Problem Gambling, Orientation to Ontario pilot project and the Welcome Centre Immigrant Services network in York Region.

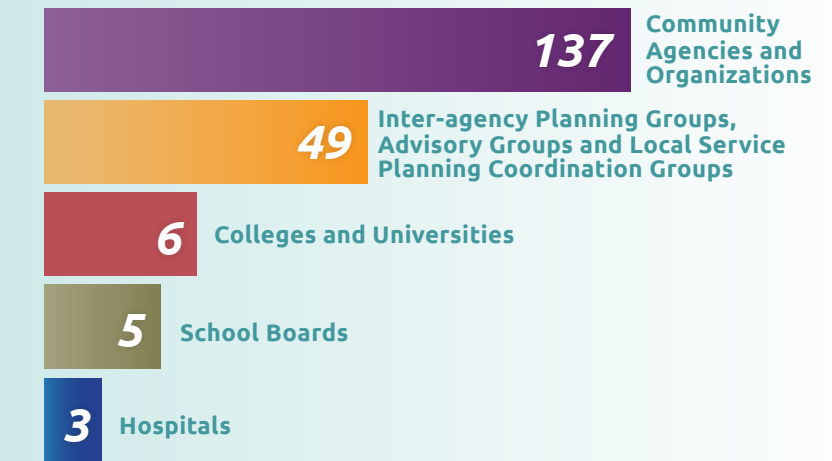
COSTI currently works with over 200 planning groups, community agencies, hospitals and school boards in the delivery of services. Collaborative and innovative approaches to service delivery allows COSTI and key partners, the opportunity to meet the needs of underserved communities and to develop internal capacity to build, enhance and sustain services.

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, Peel and York Region, Ontario Council of Agencies Serving Immigrants (OCASI), the Service Delivery Advisory Group to the Ministry of Training, College and Universities, JOIN, the National Settlement Council, the Canadian Council for Refugees and the Resettlement Adaptation Program Working Group.

2012/2013 SNAPSHOT SERVICE 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.

Following is a breakdown of our various partners:





PARTNERSHIP AND COLLABORATION IS KEY TO THE SUCCESSFUL INTEGRATION OF NEWCOMERS

JOB SEARCH WORKSHOPS (JSW)

JSW programs are provided by community agencies across the province. Delivered in both official languages, JSW programs are offered in 18 cities, at 38 organizations and 62 sites across Ontario. COSTI provides program development, promotion, and staff training support to these agencies in the delivery of the program.

NEIGHBOURS, FRIENDS AND FAMILIES (NFF)

NFF is a province-wide public education campaign that raises awareness of the signs of spousal abuse so that those close to an at-risk spouse can recognize the signs of abuse and know what actions to take in response. COSTI participated in the public awareness campaign and delivered culturally and linguistically sensitive training to community workers at participating community agencies working with immigrants and refugees.

ORIENTATION TO ONTARIO (O2O) PILOT PROGRAM

A bilingual initiative, O2O was designed to ease the transition of newcomers by providing access to standardized information about settling in Ontario and connecting newcomers to community services shortly after arrival. O2O is being piloted by ten community agencies across the province. COSTI, in partnership with College Boreal and OCASI, provides program development and evaluation, promotion and staff training to support the delivery of the program.

PROBLEM GAMBLING

COSTI provides advice and expertise on newcomer problem gambling issues to service providers who provide mental health and addiction services to ethno-cultural communities who are in need of specialized and linguistically appropriate treatment and services. In 2012/13, a Problem Gambling Seniors' Calendar Art Contest was held to increase awareness amongst seniors.

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.

COSTI staff present John Chen, 2013 Problem Gambling Calendar Contest Winner (third from left) with a Certificate of Appreciation at the calendar launch held in January 2013. From left: General Manager Vince Pietropaolo, Senior Director Josie Di Zio, John Chen, and Yasmine Dossal, Director of Social Services

COORDINATING THE NEEDS OF ENGLISH LANGUAGE LEARNERS

WHEN I FIRST CAME TO CANADA FROM RUSSIA FOUR YEARS AGO, I SPOKE NO ENGLISH AND SPENT MOST OF MY DAYS INSIDE, NOT WANTING TO STEP OUT OF THE HOUSE, TOO EMBARRASSED TO EVEN GO TO THE GROCERY STORE BECAUSE I COULD NOT SPEAK THE LANGUAGE.

I lost all of my confidence. Having worked as a pharmacist for over 20 years in a large city in Russia, I was considered an expert in my field, everyone came to my pharmacy to receive advice on health care...in Canada, I couldn't even bring myself to visit the local pharmacy because of the language barrier, I felt worthless.

I worked a low-paying "survival job" until I found out about COSTI's language training classes. I was particularly interested in the Enhanced Language Training Program, as it had a health care component that would allow me to study English and also provide me with work experience. Unfortunately, my English was not at a level where I could participate, so I enrolled in the Language Instruction for Newcomers to Canada (LINC) Program at the Vaughan Welcome Centre in order to improve my English.

Eager to understand the necessary steps I needed to take to find work in my field, I met with Marisa De Luca, Employment Consultant with COSTI's Vaughan Employment Services. She helped me in so many areas including preparing a personalized workplan and updating my résumé to highlight my many years of work experience. She also referred me to COSTI's Languages Bureau where my educational documents

were translated and certified, so that I had all the necessary paperwork requested by employers prepared and ready, as I continued with my English studies.

Marisa not only motivated me to continue with my English classes and find a better job, she helped me to regain my confidence. With each passing day, I became sure of myself and committed to finding a job in my field. Through her support and encouragement, I was able to explore new employment opportunities.

In 2012/2013, over 6,100 men and women improved their English language skills by participating in English as a Second Language Classes, Language Instruction for Newcomers to Canada, Enhanced Language Training, Pronunciation and Grammar in Conversation classes.

As a result, I am about to start a new job in my field, working in downtown Toronto as a Pharmacist's Assistant! Without Marisa's support and access to the various services available through COSTI, I believe I would still be working in a survival job, introverted and lacking self-confidence. I am now an active member of the community and look forward to once again, providing assistance to pharmacy patrons seeking advice!

Irina Zharnova

Language Instruction for Newcomers to Canada, Level 5, Vaughan Welcome Centre, COSTI Vaughan Employment Services



Irina Zharnova

LANGUAGE & SKILLS TRAINING SERVICES

LANGUAGE TRAINING

English language instruction at all levels and enhanced English language training in the administration, customer service, health care, accounting and finance fields, including language terminology, job search and placement.

SKILLS TRAINING

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

CHILDMINDING SUPPORT

Childminding support for LINC students and for clients accessing services at the Welcome Centre.

LOCATIONS

CORVETTI EDUCATION CENTRE

760 College Street
Tel: 416-534-7400

ENHANCED LANGUAGE TRAINING SERVICES, BRAMPTON

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

LANGUAGE AND SKILLS TRAINING SERVICES, NORTH YORK

1700 Wilson Avenue, Suite 206
Tel: 416-244-9980

WELCOME CENTRE IMMIGRANT SERVICES, MARKHAM NORTH

8400 Woodbine Avenue, Suites 102-103
Tel: 289-846-3645

WELCOME CENTRE IMMIGRANT SERVICES, MARKHAM SOUTH

7220 Kennedy Road
Tel: 905-479-7926

WELCOME CENTRE IMMIGRANT SERVICES, NEWMARKET

16655 Yonge Street, Unit 26
Tel: 289-841-3032

WELCOME CENTRE IMMIGRANT SERVICES, RICHMOND HILL

9325 Yonge Street
Tel: 289-842-3124

WELCOME CENTRE IMMIGRANT SERVICES, VAUGHAN

9100 Jane Street, Building H
Tel: 905-761-1155

REDUCING ISOLATION AND INCREASING INDEPENDENCE

HAVING COME TO CANADA AS A YOUNG WOMAN IN 1965, MY PRIORITY, LIKE MANY OTHER ITALIAN IMMIGRANTS AT THE TIME, WAS TO WORK HARD TO PUT FOOD ON THE TABLE, MANAGE THE HOUSEHOLD AND CARE FOR MY HUSBAND AND CHILDREN. EXCEPT FOR HOLIDAYS AND BIRTHDAY CELEBRATIONS, THERE WAS LITTLE TIME LEFT TO SOCIALIZE AND PARTICIPATE IN COMMUNITY EVENTS.

I was happy and content with this life for many years...until I lost my son. I still find it difficult to discuss his passing. For many years after his death, I struggled with depression and lived in isolation – unable to communicate my feelings of loss to those around me, including my husband and children. I felt all alone, until I was encouraged to attend the Fun and Fitness Program at the Elderly Persons' Centre (EPC).

At first it was very difficult for me to attend, but slowly, through the ongoing encouragement and support provided by other members and the EPC Coordinator, I became more open and was able to share my feelings with others.

I began to look forward to participating in the programs and workshops offered every Wednesday; preventative heart health, diabetes, mental health and others. I learned how to start taking care of myself, after taking care of others for so many years.

Three years ago I could not have imagined that I would find peace, joy and a new family! There is no need for pills or medication...I found the best medicine available to help me get better and come out of my depression, the seniors and members of the COSTI community! They showed me love and helped heal my pain.

Emma Asquino, Participant
Elderly Persons' Centre



2,750 SENIORS
actively participated in activities
outside of their homes.

SENIORS' SERVICES

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

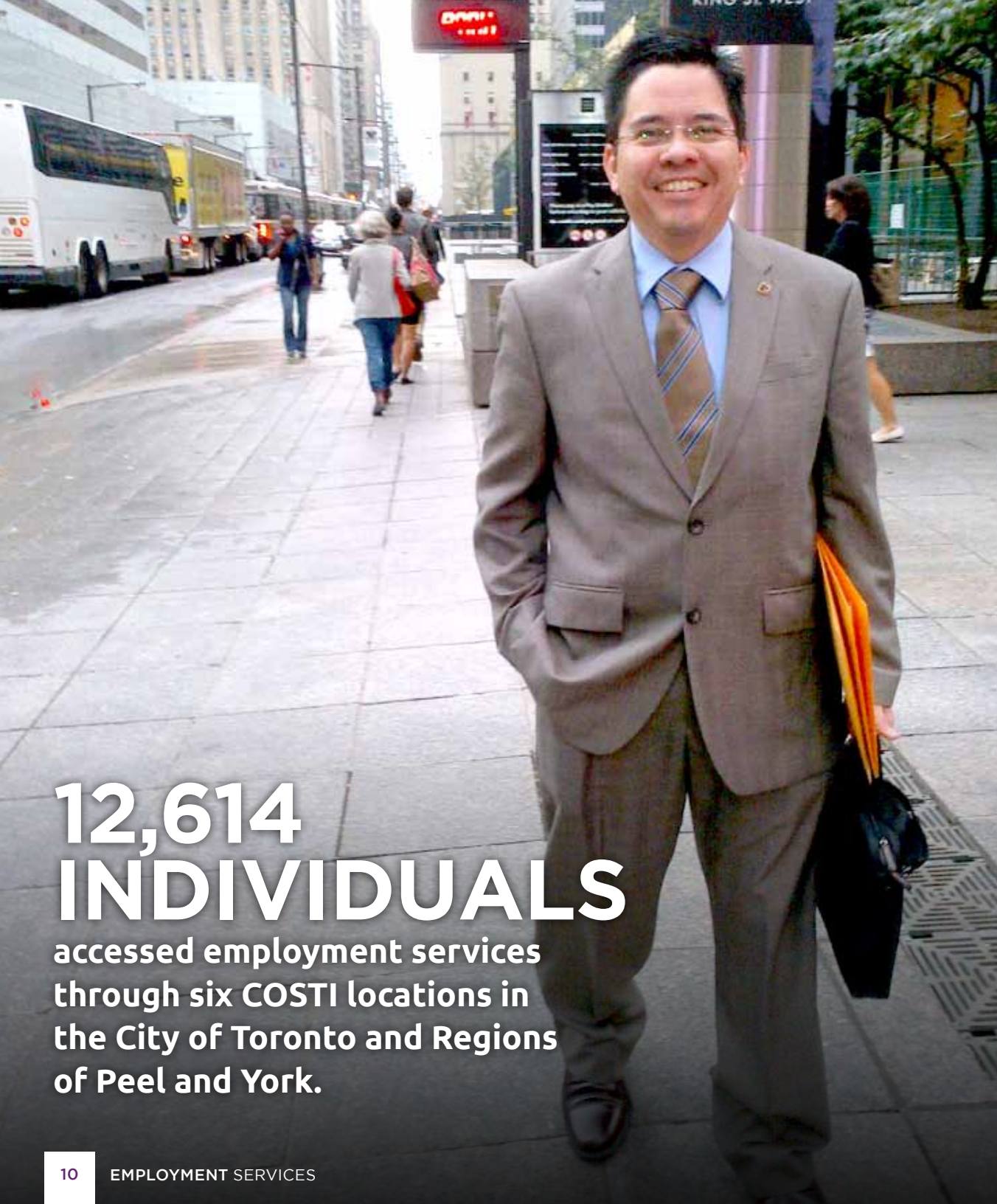
Elderly Persons' Centre allows Italian seniors the opportunity to take part in daily social, cultural, recreational and educational activities; Encuentro Latino, a group for Spanish-speaking seniors is designed to provide socialization, reduction of social isolation and mutual support in the settlement process.

LOCATIONS

CORVETTI EDUCATION CENTRE
760 College Street
Tel: 416-534-7400

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

*Emma Asquino and Viviana Filazzola,
Elderly Persons' Centre Coordinator*



12,614
INDIVIDUALS
accessed employment services
through six COSTI locations in
the City of Toronto and Regions
of Peel and York.

OPPORTUNITIES FOR SUCCESS

I ARRIVED IN CANADA ON JULY 31, 2012. I HAVE INTERNATIONAL WORK EXPERIENCE, I AM EMPLOYED AND I AM A CONTRIBUTING MEMBER OF CANADIAN SOCIETY. WHILE THIS STATEMENT IS SHORT, THE JOURNEY IS LONG AND CONTINUES, AS I STRIVE TO ACHIEVE EVEN GREATER SUCCESS IN THE FUTURE FOR MYSELF AND MY FAMILY.

A computer engineer with a specialization in information systems, I was employed by Kraft Foods Latin America and held the position of IT Services Manager for Andean market countries. My wife was a lawyer. Even though we were professionals and employed, the political situation in Venezuela left us with very few options. For our future and for our children's future, we decided to move to Canada, based on the Federal Skilled Worker Program.

When we first arrived at Pearson International Airport, we looked for the Newcomer Welcome Centre and found the Immigrant Reception and Information Services Kiosk. We found a number of guides and listings for organizations that would help us through the settlement and employment process.

Having secured living accommodations in Mississauga, I contacted COSTI's Mississauga Employment Services where an Employment Consultant helped me create a workplan specifically designed for me. It essentially became what I refer to as my road map to success.

Alfredo E. Valecillos

The workplan included: an evaluation of my English language ability; enrolment in an English language training program; working with a mentor in a similar profession; and participating in workshops that provided guidance on how to modify my résumé and cover letter for prospective employers and also practise my interview techniques.

Less than a year later, I followed through on all of the recommendations. I have successfully graduated from the Enhanced Language Training Program for IT professionals offered by Polycultural Immigrant and Community Services in Mississauga. I was also very fortunate to be matched with a Mentor through The Mentoring Partnership, where I expanded my network of contacts to include directors and managers from leading financial institutions and IT companies.

The Mentoring Partnership is a program of the Toronto Region Immigrant Employment Council (TRIEC) that brings together recent skilled immigrants and established professionals in occupation-specific mentoring relationships. COSTI is a partner in this initiative.

My wife continues with her transition to employment and is following along a similar road, having recently participated and completed COSTI's Pathways to Success Women's Program. I also continue on my road to success, with many thanks and appreciation to COSTI, as the logical steps initially presented by Mississauga Employment Services' staff, allowed me to join the labour market quickly and seamlessly.

Alfredo E. Valecillos, Information Technology Professional, Former Client

*Mississauga Employment Services
The 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 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 and training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

LIFE SKILLS TRAINING

A four-week workshop to develop basic life 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 with multiple barriers who could not 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

A four-week employment preparation workshop 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, a one-week group pre-employment training program, individual job placement and follow-up support.

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 and written materials. Workshops and individual assistance available.

SPECIALIZED EMPLOYMENT & TRAINING SERVICES

Addresses vocational and training needs for adults with physical, medical and emotional barriers to employment.

LOCATIONS

BRAMPTON EMPLOYMENT SERVICES
10 Gillingham Drive, Suite 300
Tel: 905-459-8855

CALEDONIA EMPLOYMENT SERVICES
700 Caledonia Road
Tel: 416-789-7925

JANE STREET HUB
1541 Jane Street
Tel: 416-645-7575

MISSISSAUGA EMPLOYMENT SERVICES
6750 Winston Churchill Blvd., Unit 8A
Tel: 905-567-0482

VAUGHAN EMPLOYMENT SERVICES
7800 Jane Street, Unit 1
Tel: 905-669-5627

WESTON EMPLOYMENT SERVICES
35 King Street, Suite 106
Tel: 416-588-2240

DONORS & CONTRIBUTORS

FAUSTO GAUDIO, PRESIDENT AND CEO OF IC SAVINGS (ITALIAN CANADIAN SAVINGS & CREDIT UNION), BELIEVES THAT IN ORDER FOR A COMMUNITY TO THRIVE IT REQUIRES THE SUPPORT AND PASSION OF INDIVIDUALS, SOCIAL SERVICE AGENCIES AND THE BUSINESS SECTOR.

"Credit Unions are cooperative banks that express support of their communities by contributing to their social and economic well-being in a variety of ways ranging from sharing profits with their members, making donations on their behalf, to providing financial support. It is because of our cooperative philosophy that we support organizations like COSTI," says Fausto Gaudio.

"In some ways, our history and mandate are similar to COSTI's in that our origins are in the Italian community and we work to help newcomers eliminate some of the financial barriers that they face, especially when trying to obtain credit for the purchase of their first home in Canada. For over 60 years COSTI has been working to eliminate barriers for newcomers and to enhance their quality of life."

"In order for communities to thrive, they require the support that organizations like COSTI provide. Through their work, they enhance the quality of life for thousands of newcomers. In turn, COSTI needs the support of corporations and foundations such as IC Savings and its Foundation. We would be a poorer community without their good work. It's important to give back, participate and contribute, setting an example and supporting future generations."

IC Savings is involved in supporting a number of community organizations and institutions, most recently making a \$1,000,000 pledge towards the development of the new Humber River Hospital. "The IC Savings Foundation was established to help the Credit Union execute on its commitment to social responsibility and community development," says Gaudio who personally contributes his time in organizing many community events and initiatives, most recently in the founding of the Calabrian Benevolent Association which itself announced a donation of \$500,000 to Humber River Hospital in October.

In order for communities to thrive, they require the support that organizations like COSTI provide. Through their work, they enhance the quality of life for thousands of newcomers.

IC Savings (Italian Canadian Savings & Credit Union) is a full-service community credit union based in the City of Toronto and Vaughan.

Visit www.icsavings.ca to learn more about the credit union and foundation. Learn more about Fausto Gaudio and IC Savings, by visiting www.costi.org.



Fausto Gaudio, President and CEO of IC Savings



DONORS & CONTRIBUTORS

A note of appreciation and thanks to the following donors and contributors for their significant support of COSTI and its services.

- Canfirst Capital
- Compass Creative Media
- Crane Davies Spina LLP
- Dolce Publishing Inc.
- El Convento Rico Ristorante
- IC Savings Foundation
- Ralph and Rose Chiodo
- Vittoria Adhami

TRANSFORMING LIVES, ONE PERSON AT A TIME

MY LIFE A FEW YEARS AGO WAS FILLED WITH VIOLENCE, UNCERTAINTY AND UNHAPPINESS, A VICTIM OF DOMESTIC ABUSE. MY SON WAS THE REASON I STAYED IN A TWELVE-YEAR MARRIAGE. MY SELF-ESTEEM WAS VERY LOW AND I OFTEN FELT DESPERATE ABOUT WANTING MY LIFE TO CHANGE FOR THE BETTER. I FELT THAT MY LIFE WAS GOING AROUND IN CIRCLES AND THAT I WAS HEADED NOWHERE.

My sister, anxious to see me improve my life and situation, came across an advertisement in a Mississauga newspaper promoting the Women of Courage Program. I called COSTI and an interview was scheduled for me and the rest, as they say, is history.

Initially, I had mixed feelings about going back to school and registering with Humber College (a partner in the program), apprehensive about managing my school work and maintaining a job at the same time. At times my strength and courage wavered, but I was determined to change my life with this golden opportunity that was presented to me. I made a vow to myself that I would do everything it took to graduate from Humber College with the best possible results.

My days were consumed with attending college and participating in the COSTI support groups and workshops, immediately followed by a shift at work until 9:30 in the evening. After work, I would rush home to complete homework assignments and study for tests and assignments, missing the opportunity to put my son to bed on many occasions.

Maree Wilson with COSTI General Manager, Janet Hallett



1,750 WOMEN
participated in programs specifically designed to reduce isolation and increase their economic opportunities and independence.

Whenever I, or my colleagues appeared dejected, or our spirits were low, our instructors and counsellors would remind us that there was light at the end of the dark tunnel. The balance between the academic and personal and group counselling components of the Women of Courage Program helped us to flourish both mentally and academically.

90% (57 women) successfully completed the six-month Women of Courage Program and graduated with a Humber College certificate in Office Administration.

70% successfully secured employment or moved on to further their education.

I passed the Humber College Certificate Program in Office Administration with Honours, achieving an overall average of 90%. Today, I am working as an Office Administrator in a financial company and am a valued team member. My self-esteem has increased ten-fold – a direct result of my participation in the Women of Courage Program and the encouragement received from my colleagues and my counsellors and instructors!

After years of being undermined and belittled, I finally feel that I have accomplished something in my life. I finally have direction and can see a clear path ahead of me, it is not so cloudy anymore, there is a ray of sunshine lighting things up for me at last.

Maree Wilson

Former Participant, Women of Courage Program

SERVICES FOR WOMEN

COSTI's programs and services for women are designed with the goal of addressing 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. Workshops for immigrant women in topics relevant to their wellbeing: health, parenting, domestic violence, etc. COSTI's Trauma Group for Spanish-speaking Women offers individuals and group counselling for Spanish-speaking women and their children experiencing trauma. The Home Childcare Program prepares immigrant women to be self-employed as home childcare providers. The Lifeskills 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 family/households.

MOTHERS IN MIND

Provides group counselling to Spanish-speaking women and their children who have experienced violence and trauma in various forms. Offered in partnership with Child Development Institute.

WOMEN OF COURAGE PROGRAM

Provides women with a college certificate in office administration. Combined with group counselling, life skills workshops and job search activities, women are prepared for employment. Offered in partnership with Humber College.

LOCATIONS

BRAMPTON EMPLOYMENT SERVICES

10 Gillingham Drive
Tel: 905-459-8855

CALEDONIA CENTRE

700 Caledonia Road
Tel: 416-789-7925

CORVETTI EDUCATION CENTRE

760 College Street
Tel: 416-534-7400

FAMILY AND MENTAL HEALTH SERVICES

1700 Wilson Avenue, Suite 105
Tel: 416-244-7714

MISSISSAUGA EMPLOYMENT SERVICES

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

OPPORTUNITIES FOR HOPE

FATEMEH MOUSAVI IS A SUCCESSFUL BUSINESS WOMAN WHO LEFT IRAN WITH HER CHILDREN IN ORDER TO JOIN HER HUSBAND IN TURKEY. TODAY, FATEMEH RECOUNTS HER EXPERIENCE WITH PRIDE, BUT ALSO WITH SOME HESITANCE.

"I like to see myself as a strong woman. Back in Iran I operated a large business and was both mother and father to my children for two years, after my husband abruptly left Iran because of the political situation.

I also had to secretly arrange our departure to Turkey in just a few weeks. I couldn't even tell my parents that the children and I were leaving them."

"I managed to run a business, parent my children, plan, escape and travel to another country all on my own. Here in Canada, I move forward primarily with the help of others. I am a proud woman and value my independence. It has been a struggle to ask for help, but I see a brighter future for us all."

When Fatemeh, her spouse and children first arrived, they temporarily stayed at COSTI's Ralph Chiodo Family Immigrant Reception Centre, their first home in Canada.

While they received initial settlement services at the centre, the Afghan Women's Organization sponsored the family and guided them through the settlement process after they left the centre.

They assisted the family with any medical needs, enrolled the children in school, introduced them to financial institutions in order to open bank accounts and helped Fatemeh and her husband locate and enroll in English classes.

Having to move out of their first apartment, Anisa Sharifi, a Settlement Worker with the Afghan Women's Organization, reached out to COSTI's Housing Help Centre for assistance, who in turn extended the search request across the city in order to secure new housing for the family.

In the meantime, Fatemeh and her husband Shabib, attended A Path to Home Housing Workshops to expand their knowledge on issues such as Housing Rights & Responsibilities and Financial Literacy.



**2,565
FAMILIES &
INDIVIDUALS**
found a place to live in the City of
Toronto and York Region.

New housing was successfully secured for the family and COSTI's Housing and Settlement Services staff worked together to provide interpretation services; referral to a new family physician; source out English Language classes in their new community; and enroll Fatemeh and Shabib in Orientation to Ontario Workshops, a new initiative jointly funded by Citizenship and Immigration Canada and the Ontario Ministry of Citizenship and Immigration.

"This family's settlement experience is a true collaboration amongst community agencies and services. Everyone coming together, to help a family build a secure future in a new country," says A Path to Home Team Lead, Janet Fairfield.

"I feel very safe and comfortable in my new home," says Fatemeh. "I am beginning to feel independent again. My English has improved and will continue to improve. But more importantly, my children will have a bright future. They are safe. This is every parent's wish, no matter what country or culture. Love of children and family is all that matters."

Fatemeh Mousavi
Client, Housing & Settlement Services

"I feel very safe and comfortable in my new home...
I am beginning to feel independent again."

*From left to right Faezeh Mousavi,
Janet Fairfield, A Path to Home
Team Lead and Fatemeh Mousavi*

A PATH TO HOME: SUPPORTING HOUSING NEEDS FOR NEWCOMERS IS A NATIONAL PILOT PROJECT FUNDED BY THE GOVERNMENT OF CANADA AND COORDINATED BY THE YMCA OF GREATER TORONTO.

The objective of the pilot is to reduce the visible and invisible barriers faced by newcomers by providing a case management and holistic approach to services that not only assist individuals with access to housing, housing stabilization and eviction prevention; but also address additional needs or services that individuals new to Canada may face, such as locating English classes and medical care in their community.

HOUSING SERVICES

HOUSING HELP PROGRAM

Housing search assistance, eviction prevention, housing stabilization, crisis intervention, information, referral, educational 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
Tel: 416-244-0480

WELCOME CENTRE IMMIGRANT SERVICES, VAUGHAN

9100 Jane Street, Building H
Tel: 905-761-1155



SETTLEMENT SERVICES

ART THERAPY PROGRAM

Directed to the psycho-emotional needs of refugee children and youth and 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, supportive counselling and case management.

COMMUNITY CONNECTIONS

Matches volunteers with newcomers to facilitate settlement and integration, to help establish social and professional networks, English Conversation Circles, and assistance in learning about community services and resources.

SERVICES FOR REFUGEES

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

SETTLEMENT SERVICES

Services include assessment, orientation, referral, information, interpretation, access to government services, advocacy, supportive counselling for new immigrants and settled immigrants. The Canadian Immigrant Integration Program (CIIP) provides 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
Tel: 416-534-7400

NORTH YORK CENTRE

1700 Wilson Avenue, Suite 114
Tel: 416-244-0480

RALPH CHIDO FAMILY IMMIGRANT RECEPTION CENTRE

100 Lippincott Street
Tel: 416-922-6688

WELCOME CENTRE IMMIGRANT SERVICES, MARKHAM NORTH

8400 Woodbine Avenue, Suites 102-103
Tel: 289-846-3645

WELCOME CENTRE IMMIGRANT SERVICES, RICHMOND HILL

9325 Yonge Street
Tel: 289-842-3124

WELCOME CENTRE IMMIGRANT SERVICES, VAUGHAN

9100 Jane Street, Building H
Tel: 905-761-1155

VAUGHAN CENTRE

7800 Jane Street, Unit 9
Tel: 905-669-6967

8,313 newcomers received settlement assistance, counselling and advice on employment opportunities.

INVESTING IN THE FUTURE

PHILLIP OSEI IS AN 18 YEAR OLD WHO CAME TO CANADA FROM GHANA WITH HIS PARENTS WHEN HE WAS 13 YEARS OLD. HIS FIRST YEAR IN CANADA WENT WELL, HE MADE FRIENDS AND SETTLED INTO THE REGULAR SCHOOL ROUTINE.

Shortly after, his father became physically abusive towards him and his mother. The two escaped one day and moved into a shelter while his father was out.

They bounced from shelter to shelter for a few years where Phillip admits he was acting out, causing issues in the shelters, including fighting and drinking. COSTI's General Manager, Craig Blackman, introduced himself to Phillip at a track meet and invited him to come to practise. Believing that participating in the track program would be a positive diversion for Phillip, Craig met his mother and social worker at the shelter to discuss the opportunity. Both agreed that participating in the program would be a wonderful experience for him.

Phillip thrived and became a top-notch 400 metre runner. He made the Canadian Pan Am team where he won a silver medal. This success changed how Phillip saw the world and how he functioned in it. He is now an A+ student and was offered a full scholarship at Stanford University. Phillip declined the scholarship because he wanted to remain in Toronto and work with youth in shelters as a mentor, in order to give back to the community.

2,913 young men and women received employment support services including placement supports, counselling and mentoring opportunities.

CHILDREN & YOUTH SERVICES

SUMMER JOBS SERVICE

Provides high school, college and university students with employment preparation skills and summer job placement services. Year-round services are also available through COSTI's Employment Ontario service centres.

YOUTH LEADERSHIP PROGRAM

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 MENTORING

Program matches out-of-school unemployed youth with older mentors. Mentors provide advice and coaching on career planning and life skills. Accelerate program enables at-risk youth to develop life skills and identify strengths and interests in preparation for entering the labour market. A five-week life skills and employment preparation program supports individual career planning, return to education/training or job search.

YOUTH SETTLEMENT SERVICES

Four-week employment preparation workshop provides 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 mentoring skills of the participants.

LOCATIONS

BIRCHMOUNT STADIUM

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

VARIETY VILLAGE

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

CALEDONIA CENTRE

700 Caledonia Road
Tel: 416-789-7925

VAUGHAN CENTRE

7800 Jane Street, Unit 1
Tel: 905-669-5627

VODDEN CENTRE

227 Vodden Street East, Suite 3
Tel: 905-459-6700

FAMILY AND 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.

PROBLEM GAMBLING SERVICE

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
Tel: 416-244-7714

VAUGHAN CENTRE

7800 Jane Street, Unit 9
Tel: 905-669-6967





WHO WE HELP 2012/2013

DEMOGRAPHICS		
CATEGORIES	DESCRIPTION	PERCENTAGE
AGE	Children and Youth (Up to age 20)	22%
	Adults (21 to 65)	72%
	Seniors (Over 65)	6%
GENDER	Female	58%
	Male	42%

DEMOGRAPHICS		
CATEGORIES	DESCRIPTION	PERCENTAGE
COUNTRY OF ORIGIN	Middle East (Iran, Iraq, Afghanistan)	15%
	South Asia (India, Pakistan, Sri Lanka, Bangladesh)	13%
	Caribbean (Jamaica, Cuba, St. Vincent, Trinidad & Tobago)	10%
	Africa (Nigeria, Ghana, Ethiopia, Somalia, Eritrea)	10%
	China	9%
	South America (Colombia, Brazil, Ecuador, Guyana, Argentina, Peru)	9%
	Central America (Mexico, El Salvador)	8%
	Eastern Europe (Russia, Romania, Albania, Serbia, Turkey, Ukraine)	7%
	Western Europe (Italy, Portugal, United Kingdom)	7%
	Southeast Asia (Philippines, South Korea, Vietnam)	6%
	Other	6%

EMPLOYMENT SERVICES

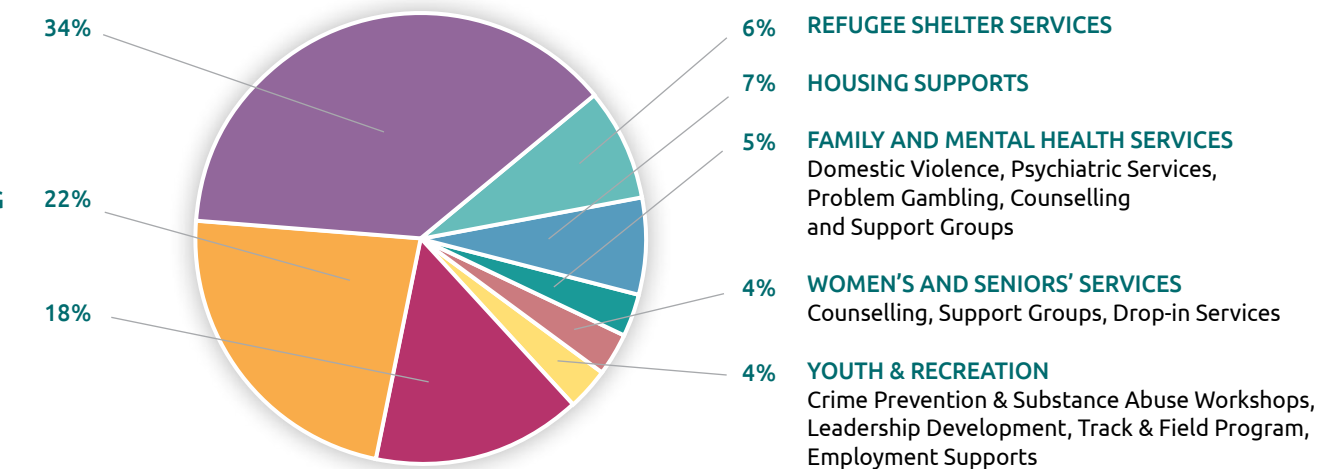
Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports, Resource and Information, Online Services, Specialized Employment Training

ENGLISH LANGUAGE INSTRUCTION AND SKILLS TRAINING

English Language Classes, Enhanced Language Training, Computer Courses

SETTLEMENT COUNSELLING, COMMUNITY PLANNING/ COORDINATION, PUBLIC EDUCATION, POLICY DEVELOPMENT

Canadian Immigrant Integration Program, Community Connections Program, Information and Referral, Interpretation, Documentation, Orientation and Life Skills



THANK YOU

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 six decades.

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FUNDERS

GOVERNMENT OF CANADA

Citizenship and Immigration Canada

- Job Search Workshops Program
- Labour Market Access
- Language Training
- Orientation
- Orientation to Ontario
- Resettlement Assistance Program
- Welcoming Communities

Human Resources and Skills Development Canada

- Enabling Accessibility Fund
- New Horizons for Seniors
- Summer Career Placement
- Youth Skills Link

Infrastructure Canada

GOVERNMENT OF ONTARIO

Ministry of Agriculture, Food and Rural Affairs

Ministry of the Attorney General

- Ontario Victims Services Secretariat

Ministry of Citizenship and Immigration

- Newcomer Settlement Program
- Orientation to Ontario

Ministry of Community and Social Services

- Domestic Violence, Violence Against Women Program
- Ontario Disability Support Program: Employment Supports

Ministry of Health and Long-Term Care

- Toronto Central Local Health Integration Network
- Long-Term Care Division – Elderly Persons' Centre

Ministry of Training, Colleges and Universities

- Employment Ontario
- Summer Jobs Service

Ontario Women's Directorate

- Employment Training Program
- Neighbours, Friends and Families

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 Partnering Strategy
- Ontario Works

YORK REGION

- Community Investment Fund

ASSOCIATION OF CANADIAN COMMUNITY COLLEGES

TORONTO CATHOLIC DISTRICT SCHOOL BOARD

UNITED WAY TORONTO

UNITED WAY OF PEEL REGION

UNITED WAY OF YORK REGION

YMCA TORONTO

FOUNDATIONS

- CHUM Charitable Foundation
- Children's Aid Society Foundation
- Community Foundation of Mississauga
- The BLG Foundation
- Toronto Community Foundation

