



At COSTI, we understand that hope means different things to different people. By filling people's lives with hope, we're helping build a strong and prosperous community. COSTI provides the means to a brighter future.

Annual Report
2005/2006



President's Annual Report

As we approach our fifty-fifth year of operation in the greater Toronto area, we pause to review some of the highlights in our long history of service delivery.

As a progressive organization, we have kept an important objective throughout the years: provide the necessary services to the immigrant population so that its members become productive members of Canadian society.

We have met many challenges and accomplished many successes over the last 55 years, but our aim has been to provide the tools to the newly arrived immigrant for a better quality of life.

Over the span of more than half a century, we have come full circle in our services and programs. Our modest beginning gave us the opportunity to provide language classes to manual labourers. Then, in the '60s and '70s, the skilled, such as plumbers, electricians, auto-mechanics etc., were our concern. Immigrants are not immune to social problems, thus in the early '80s the Family Counselling Centre was established, providing psychological and social assistance to immigrant families.

With the beginning of the new millennium, we have the influx of foreign professionals, doctors, architects, accountants, etc., who require our services.

From our humble beginning in a church basement whose goal was to assist the newly arrived Italian immigrants, to our current status which encompasses 15 locations across the GTA and serves over 49,000 annually, from every cultural background in over 60 languages, it is clear we have made enormous strides and continue to break new ground.

Some of our milestones make us proud: the association with the then named Workers' Compensation Board in 1964; the United Way opening its doors to us in 1969; our association with George Brown College in 1966 which has lasted to this day; and the amalgamation with the Italian Immigrant Aid Society in 1981.

We continue to be relevant today more than ever. Many new agencies use us as an example to model themselves.

We are proud of our successes and there are no words to express our appreciation to the countless individuals who, along the way, helped us to achieve our dream.

Bruno M. Suppa

A handwritten signature in black ink that reads "Bruno M. Suppa".

President

Executive Director's Annual Report



The past year has seen a radical shift in the paradigm within which immigrant settlement agencies work.

On November 21, 2005, the Canada-Ontario Immigration Agreement (COIA) was signed. This was quickly followed by the signing of the Labour Market Development Agreement (LMDA) and the Labour Market Partnership Agreement (LMPA) between the federal and provincial governments. All three agreements will have a profound impact on the availability of services specific to the socio-cultural and economic integration of immigrants.

These developments come at a critical time for newcomers as it has become increasingly more difficult for immigrants to integrate successfully. Research shows that immigrants' income levels are no longer catching up to the Canadian average. The high levels of unemployment and poverty amongst immigrants is resulting in significant numbers choosing to return to their native lands or to immigrate elsewhere.

In the process we have been squandering much talent. Consider that on average, immigrants bring with them 13 to 16 years of education and training that another country has paid for. We have been squandering that gift by not investing another short period of training to bridge them into our work force. How short sighted is that? We should be prepared as a country to invest in intensive training to leverage the skills that newcomers bring with them. These trends can be reversed if we make such investments and provide more intensive, broadly based and systemic approaches to integration.

The three federal-provincial agreements provide an opportunity to rethink settlement and integration approaches and to invest in successful and much-needed interventions. COIA will enhance the federal settlement budget for services in Ontario by 400% in the next 5 years. This will allow for expansion of basic services such as advanced level ESL classes and the development of innovative initiatives to help with the integration of newcomers.

While the transfer of employment services from the federal to the provincial governments under the LMDA and the LMPA have yet to be fully realized, COIA is starting to show significant promise. Already, COSTI has been approved by Citizenship and Immigration Canada to deliver a number of advanced level language training classes to better prepare immigrants for the labour market. In addition, the new role for the province and municipalities under COIA has resulted in a coordinated response to service gaps in York Region that will include a major multi-service centre out of which COSTI and a number of other service agencies will deliver a broad range of services to newcomers.

It seems that all three orders of government are preparing for better coordinated and more responsive interventions that will provide better opportunities for immigrants to attain their potential. COSTI will work hard to ensure that the promise is kept.

A handwritten signature in black ink that reads "Mario J. Calla". The signature is written in a cursive style with a vertical line separating the first and last names.

M. J. Calla
Executive Director



*Nós aqui na COSTI, sabemos que a palavra **esperança** tem um significado diferente para cada indivíduo. Ao preencher a vida das pessoas com **esperança**, estamos ajudando a construir uma comunidade mais forte e mais próspera. A COSTI oferece recursos para um futuro mais brilhante.*



Programs & Services

For more than 50 years, COSTI has proudly served the community, providing everyone – regardless of barriers – with opportunity and hope. To this end, COSTI's programs and services have consistently adapted and evolved in order to improve access, and to effectively meet the ever-changing needs of the community. Last year was no exception, with great strides being made to increase COSTI's capacity to better serve our community, and to continue to create positive change in people's lives. With this in mind, we are very pleased to highlight some of our 2005/2006 achievements.

Language Instruction and Skills Training

Clients Served

Language Instruction: 9,458 – Skills Training: 367

With a combined enrolment of nearly 10,000 individuals, COSTI's Language Instruction and Skills Training programs continue to be amongst our most popular and in-demand services.

For newcomers to Canada, English language acquisition is, without a doubt, a critical stepping stone to higher education, meaningful employment, and successful careers. Representing a key stage in the settlement process of newcomers, our Language Instruction programs help students to develop the English language skills that are essential to their integration into Canadian society. Classes offered include Language Instruction for Newcomers to Canada (LINC) – funded by Citizenship and Immigration Canada, English as a Second Language – funded by the Ministry of Education, computer-assisted language instruction, conversational groups, and business English. COSTI also offers Specialized English Instruction for Internationally Trained Individuals, such as English in the Workplace and ESL Workplace Culture and Conversation, aimed at helping newcomers transition more quickly into the Canadian labour market.

Our ASPECTS – Online program successfully completed its first full year of service, providing online training on sector-specific terminology and Canadian workplace communication skills to over 100 experienced accountants/financiers from around the world. In addition to ensuring a smoother integration into the Canadian labour force for internationally-trained professionals, ASPECTS-Online is quickly gathering useful information and expertise in the development, delivery, and evaluation of online learning.

In an effort to remain as responsive and flexible to the needs of newcomers, a number of new initiatives were introduced throughout the year, including a Test of English as a Foreign Language (TOEFL) course designed for students planning to take the new TOEFL Internet Based Training Test for entrance to a post-secondary institution or to qualify for professional certification. COSTI also began working with various employers in Markham in developing workplace-based ESL training programs for their employees. The past year also saw the introduction of COSTI's Enhanced Language Training (ELT), which has been designed to help immigrants and refugees enter the workforce by offering labour market levels of language training. This program provides a unique combination of in-class language training, on-line technical terminology and communication training, and job-specific work placement in the accounting profession.

*Like many newcomers, **Silviu Musa** (pictured on this page) chose Canada as his new home based on its international reputation as a caring and welcoming nation. A systems engineer in his native Romania, **Silviu**, acting on the advice of his friends, came to COSTI after only two days in Canada.*

*Enrolling in a LINC class, **Silviu** found his experience at COSTI to be everything he was told it would be – and everything he thought Canada would be. It was a friendly and supportive learning environment, with students from all over the world – and a place where he didn't have to feel like a stranger.*

*The professional instruction that **Silviu** was given, as well as the support and encouragement he received from both his teacher and fellow students, gave him the confidence he needed to begin his job search in the IT industry – and the tools he needed to fulfill his dreams.*



Programs & Services

Settlement, Housing, Family & Mental Health Services, Rehabilitation & Training

Clients Served

Settlement Services: 10,752 – Housing Support: 9,122

Family and Mental Health Services: 2,033 – Rehabilitation and Training: 257

Adapting the principles of case management to address the settlement needs of our immigrant and refugee clients, COSTI's settlement services continue to play a major role in re-establishing their lives in Canada. Through these services, newcomer clients gain an increased awareness of community and government programs, and are better equipped to make informed choices about how to resolve their settlement issues. To enhance accessibility and accommodate the changing needs of the community, the past year saw a significant shift in the manner in which services are provided, with the introduction of initial settlement services at eight offsite locations, including both other COSTI centres and partner agencies in Toronto and York Region.

COSTI's Reception Centre continues to provide temporary accommodation and initial settlement services to Government Assisted Refugees referred to COSTI by Citizenship and Immigration Canada (CIC), and to refugee claimants through the City of Toronto's Hostel Services Division. To enhance the level of services provided, and to respond to the increasing number of high needs residents, a number of key partnerships were established over the past year, including Access Alliance Community Health Centre for medical support and referrals, and the YMCA for follow-up and case management. With the support of CIC, the Reception Centre also underwent renovations to become a barrier-free environment for physically disabled clients.

Offering a holistic approach to service, COSTI's Housing Help program continues to play a vital role in the community, finding permanent housing solutions for persons living in vulnerable conditions and for those living on the street. Services offered include: crisis intervention; housing search support; life skills coaching; a Rent Bank; workshops on tenant rights and responsibilities and document and application assistance. Through its Drop-in, the Housing Help program has also become a community hub where women can not only resolve their housing issues, but also gain the support and assistance they need to improve their lives. Specialized services for women include weekly support groups; workshops on topics such as health awareness and pre-employment preparation; and private counselling for victims of domestic abuse.

COSTI's Family and Mental Health Services continue to offer culturally competent and confidential Italian, Spanish, and Vietnamese-speaking counselling services. Individuals, couples, and families in Toronto and York Region have access to a psychiatrist and skilled professional counsellors who provide help and support on issues such as anxiety, depression, parenting, divorce, sexual abuse, and gambling addiction. Our Problem Gambling Program underwent a year of growth and expansion, both in its capacity to provide treatment and in its reach in providing prevention activities. In partnership with the Responsible Gambling Council and the COSTI Languages Bureau, the Problem Gambling Program launched both the 'Within Limits' campaign, a major prevention initiative featuring newspaper inserts in Italian, Polish, Portuguese, Punjabi, Spanish, and Vietnamese dailies, and 'New Beginnings' a video resource kit developed to train settlement workers across Ontario in the signs and symptoms of problem gambling.

One of COSTI's longest standing programs, Rehabilitation and Training Services underwent a detailed program review during the year in order to ensure both its continued relevancy and financial stability. Based on the recommendations from the review, a number of initiatives were implemented to improve service delivery and increase the level of placements. This included a renewed focus on job placements and on addressing the needs of newcomers. The program has now been integrated with the employment division and renamed Specialized Employment and Training Services.



我们理解人们对成功的意义所赋予的不同含义。因此, COSTI致力于为人们的生活提供各种成功的机会,为促进建设一个强大而繁荣的社区作出不懈的努力。COSTI 将助你通向美好的未来。



Programs & Services

‘Catherine’, a single mother with two young children, ages 5 and 6, speaks of the support she received at COSTI’s Housing Help Program. “I came to COSTI with an eviction notice in hand. I had lost my job, and was at the end of my rope, feeling hopeless, confused and depressed.”

“COSTI staff worked with me to prevent my eviction, and provided me with counselling and a workplan. I followed the plan they gave me, and participated in different information sessions and job search workshops. When I prepared for my first interview, the staff gave me a dress, and provided me with one-on-one employment counselling, giving me tips on what to do in an interview. I’m proud to say that I now have a full-time good paying job with benefits. The staff also helped me find housing. I am very happy and confident now. My children are happy. Thank you to COSTI and to the staff for all of their support, information, and follow-up.”

Employment Services

Clients Served

Adults: 22,687 – Youth: 3,216 – Job Placements: 10,207

Meaningful employment is what empowers us, allowing us to become responsible contributors to our families, our community and society as a whole. Young people can start on their path to adulthood, newcomers can truly begin to feel that they belong in their new country, and individuals displaced by economic or personal change can get a new start on life. COSTI’s Employment Services work with all of these groups to identify and overcome barriers to obtaining meaningful, sustainable jobs.

Maintaining service quality while planning for change and improvements in service delivery were common themes over the past year, which saw our Employment Services working with over 25,000 individuals and 1,800 employers, and successfully placing over 10,000 people in jobs.

With both the public and corporate sectors convinced that economic growth and the ability to replace a retiring workforce are dependent upon Canada’s ability to attract and retain internationally trained individuals (ITI’s) in the professions and trades, there is an increasing need to assist these newcomers in navigating the Canadian labour market, and in overcoming barriers related to credential recognition and Canadian work experience. During the past year, to supplement its existing roster of employment services for newcomers, COSTI launched a number of initiatives aimed at easing the transition of ITI’s into the labour market. This includes the expansion of employment services into Brampton and Mississauga, and, along with partner agencies in London and Kitchener-Waterloo, the successful launch of skillsinternational.ca, an innovative website that enables employers to conduct general or detailed employment searches for ITI’s capable of filling key positions.

The past year also saw COSTI assume the lead role in York Region for the Mentoring Partnership. Along with partners in Toronto and Peel Region, and the Toronto Region Immigrant Employment Council (TRIEC), COSTI has become a leader in promoting the benefits of mentoring and in matching ITI’s with established professionals to mentor them on occupation-specific aspects of their job search.

Born and raised in Nigeria, Abimbula Oguntunde (pictured bottom left) came to Canada with his wife and three children. Expecting his initial time in Canada to be a difficult one, Abimbula was overjoyed to meet the staff of COSTI’s ProConnect program in Mississauga.

“It has been the most positive thing in my life during my first two months in Canada. I recommend the program to anyone. It goes beyond just teaching skills – it builds confidence. I would have been grappling in the dark without COSTI. It is an institution that provides the best platform for a soft landing for new professional immigrants seeking employment in Canada.”



Programs & Services

Women, Youth and Seniors' Services

Clients Served

Women: 2,694 – Seniors: 606 – Youth: 3,689

With the shared theme of assisting women in moving from a situation of dependency and isolation to a more empowered and independent state, COSTI's Women's Services encompass a wide variety of programs, offering women of diverse backgrounds and experiences the support they need to overcome economic, health, legal and cultural barriers. Services offered include our Home Childcare Provider Training Program, which equips women with the skills and expertise they need in order to start their own business as a home childcare provider; Learning Together, a support group for Italian Canadian women diagnosed with depression; and the Violence Against Women Program, with one-on-one supportive and crisis counselling for women experiencing abuse.

COSTI's Seniors' Services continue to effectively engage and involve seniors through recreational, educational, and cultural activities, as well as information, referral, and supportive counselling. Spanish-speaking seniors receive information, orientation, and peer support on various issues affecting their lives through a weekly encounter group, while Italian-speaking seniors have access to an Elderly Persons' Centre, where they have the opportunity to take part in daily social, cultural, recreational and educational activities. COSTI has also been instrumental in assisting seniors from various other communities. Group sessions were provided for Bosnian seniors while one-on-one counselling services and support groups were provided for Mandarin-speaking seniors at the Hong Fook Mental Health Centre. Information was provided on health-related topics such as nutrition and the benefits of physical fitness, as well as on selecting a nursing home, including financial and health considerations.

COSTI's Youth Services continue to work towards ensuring that all young people, regardless of personal barriers, are provided with equal access to the services and supports they need to achieve their goals and dreams, and to grow into caring, competent, and healthy adults. In addition to Summer Job Service and various employment planning and preparation programs, young people also have access to programs such as the Action for Youth Summer Camp, which provides opportunities for newcomer children to make friends while at the same time acquiring English language skills; and the Art Therapy Program, which offers traumatized refugee children the opportunity to express themselves through art. The Success Through Youth Leadership and Empowerment Program (STYLE) continues to engage young people through social and recreational activities. Throughout the year, seminars were offered on a variety of topics as determined by the program's youth council, while the track and field portion of the program saw 12 youth qualify for the Provincial Championship resulting in a total of 24 medals.

Seraad Abdulle (pictured top left) arrived in Canada in 2001, fleeing the civil war raging in her native Somalia. Seraad recalls fondly the support she received through COSTI's Home Childcare Provider Training Program. "I feel now that I have experience, and I am proud of myself. Before, I felt like I could not get a job as I did not have any Canadian work experience. COSTI gave me the opportunity to have a better life."



Mission Statement COSTI provides educational, social, and employment services to help all immigrants in the greater Toronto area attain self-sufficiency in Canadian society. COSTI, founded by the Italian community to meet a shortage of services for immigrants in the post war era, is today a multicultural agency that works with all immigrant communities having a shortage of established services.



Board of Directors

EXECUTIVE

President

Bruno M. Suppa

Treasurer

Michael Yealland

Secretary

Frank Mendicino

Vice Presidents

Vittoria Adhami

John Spina

Executive Director

Mario J. Calla

DIRECTORS

Peter Dale

Adrian David

Supriya James

Fauzia Kara

Pete Karageorgos

Matthew Kou

Peter Schatz

Rekha Shah

Michele Sparling

Jim Tulk

Marriane Wilson

Anil Verma

Abdollah Zahiri



Funders



GOVERNMENT OF CANADA

Citizenship and Immigration Canada

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

Department of Canadian Heritage

Service Canada

(Human Resources and Skills Development Canada)

- Employment Assistance Services
- Internationally Trained Professionals Program
- Office of Learning Technologies
- Summer Career Placement
- Youth Skills Link

GOVERNMENT OF ONTARIO

Ministry of the Attorney General

- Ontario Victims Services Secretariat

Ministry of Citizenship and Immigration

- Newcomer Settlement Program

Ministry of Community and Social Services

Ministry of Children and Youth Services

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

Ministry of Health and Long Term Care

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

Ministry of Training, Colleges, and Universities

- Access to Professions and Trades
- Job Connect
- Summer Jobs Service

The Ontario Trillium Foundation

Workplace Safety and Insurance Board

CITY OF TORONTO

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

GOVERNMENT OF ITALY

ONTARIO PROBLEM GAMBLING RESEARCH CENTRE

TORONTO CATHOLIC DISTRICT SCHOOL BOARD

UNITED WAY OF GREATER TORONTO

UNITED WAY OF YORK REGION

FOUNDATIONS

- The Acapella Foundation
- Children's Aid Foundation
- CHUM Charitable Foundation
- The Counselling Foundation of Canada
- F.K. Morrow Foundation
- Maytree Foundation
- Raptors Foundation
- Sir Joseph Flavelle Foundation
- Toronto Star Fresh Air Fund

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

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



У нас в COSTI понимают, что **успех** означает разные вещи для разных людей. Наполняя человеческие жизни **возможностями** добиться **успеха**, мы вносим свой вклад в строительство крепкого и благополучного общества. COSTI помогает людям строить свое будущее.



Service Partners

AGENCIES

A Commitment to Training and Employment for Women (ACTEW)

Abrigo

Access Alliance Multicultural Community Health Centre

Accessible Community Counselling and Employment Services (ACCES)

Afghan Association of Ontario

Afghan Women's Organization

African Canadian Social Development Council

African Community Services of Peel

Africans in Partnership Against HIV/AIDS

Agincourt Community Services

AIDS Committee of Toronto

Alternative Youth Centre for Employment

Arab Community Centre of Toronto

Bickford Centre (The)

Bloor Information and Lifeskills Centre

Brampton Board of Trade

Canadian Arab Federation

Canadian Centre for Victims of Torture

Canadian Hearing Society

Canadian Mental Health Association, Toronto Branch

Canadian Paraplegic Association

Canadian Ukrainian Immigrant Aid Services

Career Navigators

Catholic Community Services of York Region

Catholic Cross-cultural Services

Catholic Family Services of Toronto

Catholic Immigration Centre

Centre for Information and Community Services

Centre for Spanish Speaking Peoples

Centre Francophone

Centre Medico-social Communautaire

Centro Anziani

Children's Aid Society, Toronto

Chinese Community Services

Chinese Family Services of Ontario

Christian Centre for Islamic Studies (The)

Community MicroSkills Development Centre

Community Social Planning Council of Toronto
Corbrook

Council of Agencies Serving South Asians (CASSA)

Crèche Child and Family Centre

Credit Counselling Services of Toronto

CultureLink

Daily Bread Foodbank

Davenport Perth Neighbourhood Centre

Delta Family Resource Centre

Dixie-Bloor Neighbourhood Services

Durham Region Unemployed Help Centre

Enbridge

Eritrean Canadian Community Centre

Ethiopian Association in Toronto

Ethnoracial Coalition: Access to Addiction Services

Family Service Association of Toronto

Flemingdon Neighbourhood Services

Folk Arts Council of St. Catharines

Goodwill Industries

Greek Orthodox Family Services and Counselling
Wife Assault Program

Halton Multicultural Council

Hispanic Development Council

Immigrant and Visible Minority

Women Against Abuse

Immigrant Women's Health Centre

India Rainbow Community Services of Peel

Inner City Angels

Intercede

Jamaican Canadian Association

Jewish Family and Child Services of Toronto

Jewish Family Service of Ottawa-Carleton

Job Skills

JobStart

JVS of Greater Toronto

King Edward Public School

Kitchener Waterloo Multicultural Association

Le Caravelle

Lebanese and Arab Social Service Agency

Service Partners



Local Agencies Serving Immigrants
London Cross Cultural Learner Centre

Dr. Salvatore Mallia
Malton Neighbourhood Services
Markham Board of Trade
Mennonite New Life Centre
Midaynta
Multicultural Community Interpreter Services (MCIS)
Multicultural Council of Windsor Essex County
Multicultural Inter-Agency Group of Peel

National Congress of Italian Canadians
– Toronto District
Neighbourhood Information Post
North York Women’s Shelter

Ontario Council of Agencies Serving Immigrants
(OCASI)
Ontario March of Dimes
Ottawa-Carleton Immigrant Services Organization
Ottawa Chinese Community Service Centre

Partners for Access and Identification
Polycultural Immigrant and Community Services
Proaction – Cops and Kids
Punjabi Community Health Centre

Rexdale Women’s Centre
Riverdale Immigrant Women’s Centre
Romero House

St. Christopher House
St. Stephen’s Community House
Scadding Court Community Centre
Settlement and Integration Services Organization
Share the Warmth
Sierra Leone Immigrant Resettlement and
Integration Centre
Skills for Change
Social Service Network of York Region
Somali Canadian Mothers for Youth
South Asian Family Support Services
South Asian Women’s Centre
Strategic Employment Solutions
Sudbury Multicultural/Folk Arts Association

Tamil Eelam Society of Canada
Thorncliffe Neighbourhood Office
Toronto Bahai Centre
Toronto Fire Department
Toronto Police Service
Toronto Public Health Department
Toronto Social Housing Connections

Vietnamese Association of Toronto
Villa Charities

WIL Counselling and Training for Employment
Windfall Clothing Bank
Windsor Essex County Family YMCA
Woman Abuse Council of Toronto
Woodgreen Community Centre of Toronto
Working Women Community Centre

YMCA Newcomer Information Centre
YMCA of Toronto and York Region
YMCA of Simcoe/Muskoka, Barrie
York Neighbourhood Services
Youth Employment Services

COLLEGES

George Brown College
Humber College
Seneca College

HOSPITALS

Hospital for Sick Children
Humber River Regional Hospital
Toronto General Hospital
Toronto Western Hospital

SCHOOL BOARDS

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



*En COSTI comprendemos de que la palabra **esperanza** tiene diferentes significados para diferentes personas. Pero, al crear **esperanza** en la vida de muchos, estamos ayudando a construir una comunidad sólida y próspera. Así COSTI provee los medios para un futuro mejor.*



Programs & Services by Location

CITY OF TORONTO

Head Office

1710 Dufferin Street • 416.658.1600

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

Caledonia Centre

700 Caledonia Road • 416.789.7925

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

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

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

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

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

Language and Skills Training Services: English language training instruction, related assessment, counselling, childcare, and computer training courses.

NeCTAR: The Newcomers Connecting to Trades and Apprenticeship Resources project, provides resources and training to community front line staff to support internationally trained tradespeople to access apprenticeship.

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

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

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

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

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



Programs & Services by Location

Corvetti Education Centre

760 College Street • 416.534.7400

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

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

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

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

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

Employment Counselling Centre, Dufferin Mall

900 Dufferin Street • 416.588.2240

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

Employment Group Sessions

1011 Dufferin Street, Suite 206 • 416.538.3130

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

Family and Mental Health Services

1700 Wilson Avenue, Suite 105 • 416.244.7714

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

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

North York Centre

1700 Wilson Avenue, Suite 114 • 416.244.0480

Language Services: English language training, childcare, skills training, and special courses.

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

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



*Tại COSTI, chúng tôi biết rằng mỗi người hiểu **sở thích công** theo một cách khác nhau. Bằng cách tạo dựng cho mỗi người có **cách cố gắng** để **thành công**, chúng tôi giúp kiến tạo một cộng đồng vững mạnh và thịnh vượng. COSTI cung cấp các phòng tiện cho việc xây dựng một tương lai tươi sáng hơn.*



Programs & Services by Location

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

Reception Centre

100 Lippincott Street • 416.922.6688

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

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

Scarborough Centre

55 Town Centre, Suite 521 • 416.296.9393

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

Services for Youth: The On the Right Track for Life Program provides youth with direction and helps them to build their confidence and leadership skills.

YORK REGION AND PEEL

Brampton & Caledon Employment Centre

10 Gillingham Drive, Suite 300 • 905.459.8855

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

Employment Resource Centre, Markham

4961 Highway 7 • 905.947.0172

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

Employment Services for Internationally Trained Professionals & Tradespeople, Mississauga

2150 Meadowvale Blvd., Unit 2 • 905.567.0482

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

Language and Skills Training Services, Markham

8515 McCowan Road • 905.472.4688

English language training instruction, childcare, citizenship acquisition courses, counselling and referral, and computer training courses.

Language, Employment, and Skills Training Services, Richmond Hill

129 Church Street South • 905.884.5235

English language training instruction, related assessment and counselling, childcare, and computer training courses.



Programs & Services by Location

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

ProConnect

20 Crown Steel Drive, Unit 15, Markham • 905.948.0572

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

ProLink

10 Gillingham Drive, Unit 211, Brampton • 905.457.7740

A partnership between COSTI and Catholic Cross-cultural Services, ProLink connects professional newcomers to mentorship and work placement opportunities in Peel.

Vaughan Centre

7800 Jane Street • 905.669.5627

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

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

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

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

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

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

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



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



1710 Dufferin Street, Toronto ON M6E 3P2

Tel 416.658.1600

Fax 416.658.8537

Email admin@costi.org

Website www.costi.org

