

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

COSTI provides the means to a brighter future.

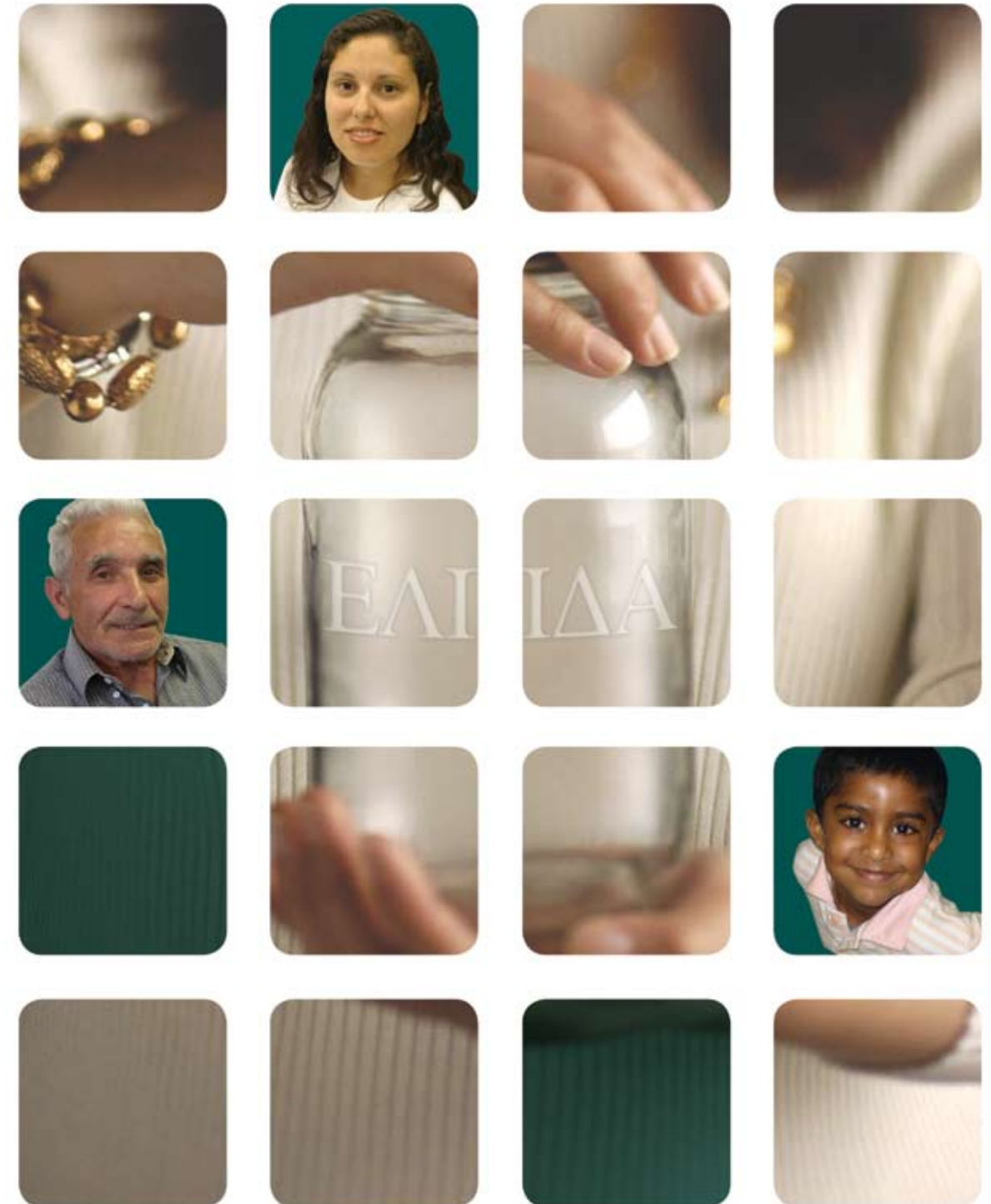


1710 Dufferin Street  
Toronto, ON M6E 3P2

Tel: 416.658.1600  
Fax: 416.658.8537  
Email: admin@costi.org

[www.costi.org](http://www.costi.org)

A United Way Member Agency



ANNUAL REPORT 2006/2007



## PRESIDENT'S ANNUAL REPORT MESSAGE



*It takes a village...* This phrase comes to mind when I reflect on the past year. In 2007, what COSTI defines as "community development" represented the organization's focus and greatest area of growth. Services that cater to the individual alone, and to his or her transition to Canadian life are not enough. Equally important is the need to build welcoming communities.

To build successful, thriving communities, systemic barriers must be broken down and a network of community supports created; leadership and capacity building must also be developed. These are critical aspects to achieving a harmonious, inclusive and equitable multicultural society.

COSTI makes a significant investment in community development and takes a broad-based approach that is intrinsic in all service areas. COSTI staff contributed over 12,000 hours and participated in over 40 sector-specific, ethno-specific and issue-specific work groups and coalitions – whether to develop or coordinate services among providers, support a local community initiative, conduct research, or raise awareness and recommend solutions to policymakers. COSTI also supports sector capacity building through projects that extend resources and support to various community agencies through resource development, training and partnerships.

Some highlights from the past year include a new Young Canada Works, Multicultural Internship Pilot Project funded by Canadian Heritage, which saw 13 interns from racialized communities develop career skills through a paid 9-month internship at 13 local community-based agencies in the GTA; the creation and dissemination of a multilingual public awareness campaign on demystifying homelessness; participation in the Community Social Services Campaign raising awareness of the importance of and the need to re-invest in community-based social support services; research on problem gambling in immigrant communities; partnering in the delivery of an outreach project with the South Asian community in York Region; and continued oversight and coordination of the Job Search Workshops program in Ontario, the Family Violence Initiative, the Problem Gambling Program, and the Newcomers Connecting to Trades Apprenticeship project.

In countless ways throughout the organization, COSTI is proud to contribute its knowledge, experience, expertise and resources to building communities and a country that truly reflects our multicultural fabric. Ultimately, life becomes much easier when you are part of a network of friends, family...a community.

**Bruno M. Suppa**  
PRESIDENT

## EXECUTIVE DIRECTOR'S ANNUAL REPORT MESSAGE



One of two principles that has contributed to COSTI's success is a preference to provide immigrants with a range of services in one location that address a variety of settlement needs. The second principle is a preference to involve other community agencies in the provision of those services. Whenever we have been able to achieve this mix, immigrants have connected with the appropriate service at the appropriate time in the evolution of their needs while benefitting from the special expertise provided by our partner agencies.

The most significant service development for COSTI this year has been its partnership with four other community service agencies to develop a service model that builds on these principles. A community planning process initiated by the Human Services Planning Coalition of the Municipality of York Region and led by York Region Neighbourhood Services, resulted in the development of a coordinated and comprehensive service model that we are calling the Welcome Centre. The model has the following features:

- One-stop service; under one roof
- A holistic flexible approach
- A broad range of cross-sector services and expertise
- A coordinated, integrated case management system

The concept starts with the client connecting with a caseworker who will remain a constant for the immigrant and who will facilitate services as the client engages in a variety of programs over time. The Welcome Centre provides an inventory of core services that include English language classes, childcare, settlement counselling, accreditation and qualifications assistance, translation services, and job search. In addition, the Welcome Centre provides a hoteling service that invites other community agencies to complement the in-house services. Already, commitments have been made by the community legal clinic, public health and a seniors' service to add their expertise to the mix of interventions.

The first Welcome Centre is now operating in Vaughan with COSTI as the lead and with four core partners that include Catholic Community Services of York Region, Centre for Information and Community Services (CICS), Job Skills, and York Region Neighbourhood Services. The funding that flowed from the Canada-Ontario Immigration Agreement made this major initiative possible. While Citizenship and Immigration Canada was the major funder, all three levels of government participated in its development. The intention is to establish a series of Welcome Centres to serve the needs of immigrants across the region.

York Region's rapid growth makes the Welcome Centre an ideal response to the disconnection that many newcomers feel from needed resources. It provides a highly visible concentration of services to ease their journey as active, participating members of our society.

**Mario J. Calla**  
EXECUTIVE DIRECTOR

## LANGUAGE INSTRUCTION AND SKILLS TRAINING

### CLIENTS SERVED

English Language Instruction: 8,305  
Skills Training: 338

For over 55 years, COSTI has been meeting the basic needs of newcomers through its English language classes and skills training services. Learning to communicate in English represents a key stage in the settlement process for newcomers, and a stepping stone to higher education, meaningful employment and successful careers.

COSTI's Language Instruction for Newcomers to Canada (LINC) program, funded by Citizenship and Immigration Canada and our English as a Second Language (ESL) program, operated in partnership with local school boards, continue to be two of our most popular services.

In an effort to remain relevant and responsive to the ever-changing needs of our clients, a number of new initiatives were launched in 2006/07: LINC Level 6 classes were introduced in our Toronto and Richmond Hill locations; COSTI's North York Centre added a literacy language instruction program for newcomers that are illiterate in their own language and who have not had the opportunity to attend school in their country of origin; Enhanced Language Training (ELT) programs were extended to five locations in Toronto and York Region, with a focus on learning English terminology and seeking employment in Child Care, Information Technology, Accounting and Office Administration.

2006/07 saw an increased interest among small and medium-sized employers for English language instruction for their employees within the workplace. COSTI has been working with a number of Markham-based businesses in an effort to identify the language needs of their employees, and to offer solutions relevant to their needs.

COSTI's computer and skills training services offer yet another range of options from which clients can select the most appropriate intervention relevant to their specific needs. Thirty-four computer training courses were offered during the past year, with an average success rate of 87%.

ASPECTS-Online completed its second full year of service, successfully delivering online sector-specific terminology and "Canadian" workplace communication skills to over 180 internationally trained professionals. Building upon best practices derived from the online courses delivered to accountants/financiers during the previous year, this year online courses were developed and delivered to professionals in the nursing/healthcare and information technology sectors.

"Thirty-four computer training courses were offered during the past year, with an average success rate of 87%."



## EMPLOYMENT SERVICES

### CLIENTS SERVED

Adults: 24,418  
Youth: 4,166  
Job Placements: 9,139

COSTI continues to maintain its focus on assisting individuals to make the most of their skills, work experience and education, as they enter or re-enter the labour force. In January 2007 a significant number of employment programs were transferred from the federal government to the Province of Ontario. The Provincial government's new one-stop model of service delivery will allow individuals to have access to a variety of services to meet their employment needs. More emphasis is being placed on adults, internationally trained professionals and tradespersons, and apprenticeship; with eleven of COSTI's fifteen employment programs directed largely towards newcomers.

In 2006/07, staff worked with 1,800 employers and 28,584 individuals seeking employment services.

The past year saw COSTI successfully building on existing and new partnerships with a number of organizations and businesses within the community. The Mentoring Partnership, a joint initiative with the Toronto Regional Immigrant Employment Council (TRIEC), set a new goal of matching 1,200 internationally trained professionals with established Canadian professionals to mentor them on occupation-specific aspects of their job search. COSTI's Brampton Employment Centre partnered with the Canadian and African Business Women's Association to host a program of introductory workshops for women interested in exploring small business development in the importing/exporting industry. In addition,

COSTI renewed its partnership with Pro Bono Law Ontario, Torys LLP, TD Bank and MRSI Consulting, providing internationally trained professionals and newcomer business persons with an alternative to salaried employment, by exploring entrepreneurship opportunities through business development workshops and one-to-one consulting.

In June 2006, the Specialized Employment and Training Services (SETS), formerly the Rehabilitation Services program, merged with Employment Services. SETS continues to address the needs of multi-barriered clients through the Ontario Disability Supports Program and Ontario Works, as well as the Workplace Safety and Insurance Board. SETS staff also operated a small assembly sub-contracting site at the 700 Caledonia Road location, providing individuals with real work experience.

"COSTI continues to maintain its focus on assisting individuals to make the most of their skills, work experience and education."





## SETTLEMENT, HOUSING, FAMILY AND MENTAL HEALTH SERVICES

### CLIENTS SERVED

Settlement Services: 8,867  
 Housing Support: 9,201  
 Family and Mental Health Services: 1,756

Over 45,000 services were offered to 19,824 individuals seeking settlement, family counselling, housing and mental health services. Service expansion saw new partnerships established, as well as a number of off-site locations secured in an effort to respond to client needs.

COSTI's Settlement Services are designed to respond to the needs of both newcomers to Canada and long-term residents who encounter challenges in accessing services. Lack of fluency in English and cultural barriers are common issues identified by COSTI clients. These needs have remained consistent from the past year. 7,797 individuals sought help with the completion of government application forms for immigration, social housing and citizenship, with an increasing number of clients requesting assistance in accessing subsidized housing and other supportive services.

Family and Mental Health Services worked with over 1,461 individuals seeking culturally competent counselling and psychiatric services in the Italian Canadian community in Toronto and York Region. The Group Treatment model resulted in an increase in services – this model motivates clients to stay in treatment longer, and also provides staff with the opportunity to assist additional clients in need of treatment and assistance. Staff continued to work with Italian Canadian women diagnosed with depression, and also conducted pain management groups, as well as family education workshops on mental illness. COSTI's Problem Gambling staff continue to work with ethnocultural organizations and communities within the Province in the development and implementation of prevention strategies that are culturally and linguistically appropriate. Public awareness campaigns utilizing various media approaches, research, workshops, and conferences coordinated and hosted by COSTI, have resulted in a broader understanding of the impact of gambling and addiction on individuals and their families.

COSTI's Reception Centre continues to provide temporary accommodation and initial settlement services to Government Assisted Refugees referred to COSTI by Citizenship and Immigration Canada, and to refugee claimants through the City of Toronto's Hostel Services. 2006/07 saw an increase in special needs cases, with over 60% of Government Assisted Refugees arriving at the Centre with medical, marital, family reunification, family separation, and family disintegration issues. In addition, the Client Support Services Pilot Project was launched this past year. The objective of the pilot is to assist refugees residing in the greater Toronto area, in identifying their settlement needs, accessing community resources and participating in community activities within the first twenty-four months of their arrival to Canada.

"Street to Homes", a new outreach initiative launched through COSTI's Housing Help program and funded by the City of Toronto, enhanced COSTI's capacity to deliver specialized services to chronically homeless individuals presently housed but in need of extensive follow-up services to facilitate their re-integration to permanent accommodation. Using a holistic approach to finding permanent solutions for individuals living in vulnerable housing conditions and/or on the street, COSTI continues to operate a rent bank and drop-in services. Staff provide assistance with housing search support, crisis intervention, document completion, life skills coaching and workshops on tenant rights and responsibilities.

## WOMEN, SENIORS' AND YOUTH SERVICES

### CLIENTS SERVED

Women: 2,992  
 Seniors: 660  
 Youth: 5,200

Through a wide variety of programs and services, COSTI staff continue to assist women of diverse backgrounds and experiences in overcoming economic, health, legal, and cultural barriers. "Women of Courage" an online training and support program, launched by COSTI in partnership with Humber College, BDO Dunwoody, and Manpower Inc. in November 2006, and funded by the Ontario Women's Directorate, provided the opportunity for forty abused or at-risk women to receive online training and certification as Computerized Accounting Clerks. In addition to the Violence Against Women Program and our ongoing work with the Italian, Hispanic, and Portuguese communities, COSTI expanded support groups and information sessions on health, parenting, pre-employment and education services to women who speak Mandarin, Tamil and a number of African languages. This year, over 100 women graduated from the Home Childcare Provider Training Program, equipping them with the skills and expertise they need to start their own business.

COSTI continues to provide youth with the services and support they need to achieve their goals and aspirations. In addition to employment planning and preparation programs, young people have access to a variety of services and programs, including the Summer Job Service and KickStart employment

programs, the Action for Youth Summer Camp, and the Success through Youth Leadership and Empowerment Program (STYLE) – a program that engages young people and provides them with opportunities to develop leadership skills and express themselves through social and recreational activities.

Isolation and loneliness are common problems among the seniors we serve. Limited knowledge of English and limited financial resources result in reliance on their children and a lack of independence. COSTI's Seniors' Services continue to engage seniors through recreational, educational, and cultural activities, as well as information, referral, and supportive counselling. Over 120 seniors enjoy active membership and attend daily activities at the COSTI Elderly Persons' Centre, while Hispanic and Bosnian seniors continue to receive support and general counselling services.

"COSTI's Seniors' Services continue to engage seniors through recreational, educational, and cultural activities."



## 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

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- Treasurer**  
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- Secretary**  
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- Vice Presidents**  
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Leo Sdao  
Michele Sparling  
Ronald M. Tapley  
Jim Tulk  
Anil Verma  
Marrianna Wilson  
Abdollah Zahiri

### Immigration Law And Policy Advisor

- Mario D. Bellissimo  
Ormston, Bellissimo, Rotenberg

### Pro Bono Legal Services

- Torys, LLP

## 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

- Employment Assistance Services\*
- 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 Ontario Women's Directorate

- Newcomer Settlement Program

#### Ministry of Community and Social 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 Health Promotion

- Communities in Action Fund

#### 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
- Multilingual Services
- 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

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

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

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

\*Transferred to the Ministry of Training, Colleges and Universities, effective January 1, 2007

## SERVICE PARTNERS

### AGENCIES

A Commitment to Training and Employment for Women (ACTEW)  
 Abrigo  
 Access Alliance Multicultural Community Health Centre  
 Access Riverdale  
 Accessible Community Counselling and Employment Services (ACCES)  
 Action for Neighbourhood Change  
 Adult Learning Centre  
 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  
 Bala Avenue Community School  
 Bengali Cultural Society  
 Bickford Centre (The)  
 Brampton Board of Trade  
 Canadian and African Business Women's Association  
 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  
 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 Francophone  
 Centro Anziani  
 Children's Aid Society, Toronto  
 Chinese Community Services  
 Chinese Family Services of Ontario  
 Christian Centre for Islamic Studies (The)  
 Collaborative of Adult Employment Centres of Ontario  
 Community Care Access Centre  
 Community MicroSkills Development Centre  
 Community Social Planning Council of Toronto  
 Community Social Planning Council of York Region  
 Consortium of Agencies Serving Internationally-trained Persons (CASIP)

Corbrook  
 Crèche Child and Family Centre  
 Credit Counselling Services of Toronto  
 Crescent Town Daycare Centre  
 Crescent Town Healthcare Centre  
 Culturelink  
 Daily Bread Foodbank  
 Davenport Perth Neighbourhood Centre  
 Delta Family Resource Centre  
 Dixie-Bloor Neighbourhood Services  
 Durham Region Unemployed Help Centre  
 Elspeth Heyworth Centre for Women  
 Enbridge  
 Eritrean Canadian Community Centre  
 Ethiopian Association in Toronto  
 Ethnoracial Coalition: Access to Addiction Services  
 Family Service Association of Toronto  
 FCJ Refugee Centre  
 Flemingdon Community Legal Services  
 Flemingdon Neighbourhood Services  
 Folk Arts Council of St. Catharines  
 For You Telecare  
 Fred Victor House  
 Global Experience Ontario  
 Goodwill Industries  
 Greek Orthodox Family Services and Counselling Wife Assault Program  
 Halton Multicultural Council  
 Hispanic Development Council  
 Human Endeavour  
 Immigrant and Visible Minority Women Against Abuse  
 Immigrant Women's Health Centre  
 India Rainbow Community Services of Peel  
 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  
 Local Agencies Serving Immigrants  
 London Cross Cultural Learner Centre  
 Macaulay Child Development Centre  
 Dr. Salvatore Mallia  
 Malton Neighbourhood Services



## SERVICE PARTNERS

Management, Research & Solutions Inc. (MRSI)  
 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  
 Muslim Food Bank  
 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  
 Ontario Network of Employment & Skills Training Projects (ONESTEP)  
 Ottawa-Carleton Immigrant Services Organization  
 Ottawa Chinese Community Service Centre  
 Partners for Access and Identification  
 Peel Libraries  
 Polycultural Immigrant and Community Services  
 Proaction – Cops and Kids  
 Pro Bono Law Ontario  
 Punjabi Community Health Centre  
 Responsible Gambling Council of Ontario  
 Rexdale Immigrant Women's Centre  
 Riverdale 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  
 Sherbourne Health Centre  
 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  
 TD Small Business Banking  
 Thorncliffe Health Care Centre  
 Thorncliffe Neighbourhood Office  
 Toronto Bahai Centre

Toronto Fire Department  
 Toronto Police Service  
 Toronto Public Health Department  
 Toronto Public Libraries  
 Toronto Social Housing Connections  
 Toronto Region Immigrant Employment Council (TRIEC)  
 Torsys LLP  
 Vaughan Chamber of Commerce  
 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  
 Women's Support Network  
 Woodgreen Community Centre of Toronto  
 Working Women Community Centre  
 Working Skills Centre  
 World Education Services (WES)  
 YMCA Newcomer Information Centre  
 YMCA, Toronto and York Region  
 YMCA, Simcoe/Muskoka, Barrie  
 York Community Services  
 York Region Libraries  
 York Region Neighbourhood Services  
 Yorktown Child and Family Centre  
 Youth Assisting Youth  
 Youth Employment Services

### COLLEGES

Centennial College  
 George Brown College  
 Humber College  
 Seneca College  
 Sheridan College

### HOSPITALS

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

### SCHOOL BOARDS

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





## PROGRAMS AND SERVICES BY LOCATION

### CITY OF TORONTO

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

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

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

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

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

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

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

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

**Language and Skills Training Services:** English language training instruction, related assessment and 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.

**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 AND SERVICES BY LOCATION

### CITY OF TORONTO continued...

**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 and integration.

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

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

**Employment Counselling Centre**  
**Dufferin Mall**  
**900 Dufferin Street, Suite 102**  
**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**  
**1101 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, supportive counselling for new immigrants and settled immigrants who need assistance.

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

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

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

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

## PROGRAMS AND SERVICES BY LOCATION

### CITY OF TORONTO continued...

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

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

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

**Services for Youth:** The Youth Leadership and Empowerment Program (STYLE) provides youth with direction and helps them to build their confidence and leadership skills.

### YORK REGION

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

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

**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, computer training courses.

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

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

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



## PROGRAMS AND SERVICES BY LOCATION

### YORK REGION continued...

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

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

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

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

**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, supportive counselling for new immigrants and settled immigrants who need assistance.

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

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

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



### PEEL REGION

**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 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.

