

A thick, light green curved line that starts from the left, passes under the '65 Years' logo, and ends on the right. A circular icon is placed on this line, containing a dark green maple leaf on a white background.

**COSTI**

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# President's Report



Sixty-five years of serving the greater Toronto area's immigrant population!  
What a milestone for an agency with a very humble beginning, one that started with a few dollars and even fewer resources.

From its origins as an organization focused on addressing the basic needs of Italian immigrants, to its expansion into employment, language training, social services, and refugee settlement services, and to its ultimate evolution into one of Canada's largest multicultural community agencies dedicated to assisting all newcomers and vulnerable populations: COSTI has reason to be proud.

Very few businesses or institutions, let alone charitable organizations, are privileged enough to reach 65 years of operation. However, thanks to a dedicated group of volunteers, staff, and the countless individuals, partnering organizations, funders and donors that have supported our efforts, COSTI has grown to become an important part of the community.

As noted on pages 6-7, our work with newcomers is broad and diverse. Moving forward, we shall continue to work towards making our community a place where everyone is treated with respect and dignity, and one in which all individuals, regardless of barriers, have the ability to use their skills, learn new ones, and attain self-sufficiency in Canadian society.

On the occasion of this sixty-five year milestone, I would like to thank all of our staff, members, friends, volunteers and donors who give of their time and money, and, in so doing, place in us their faith that COSTI will continue to act in the best interests of the community.

We, both staff and volunteers, can be proud of COSTI's many achievements over the last sixty-five years. We hope and trust that it will continue to be a model agency, one that continues to provide essential services to the thousands of newcomers who choose to make Canada home.

A handwritten signature in black ink, appearing to read 'Bruno M. Suppa'. The signature is fluid and cursive, with a large initial 'B'.

**BRUNO M. SUPPA**  
PRESIDENT

# Executive Director's Report



In 2017, as we celebrate COSTI's 65th Anniversary, it is worth looking back at how an idea became a compelling reality that has remained true to its mission and values.

Most successful enterprises have foundational myths that are told and retold. These myths define, reinforce and sustain the culture of an organization.

COSTI has many stories, not myths, but true stories that have shaped who we are.

The earliest story goes back to the 1950s when volunteers would go down to Union Station to meet the trains arriving from Halifax, to seek out bewildered newcomers to help with accommodations and follow-up supports. This was a simple gesture borne out of kindness that defined much of the compassion and work carried out by the early Italian Immigrant Aid Society.

Then in the 1960s, there was the young priest, Fr. Joe Carraro, who upon observing the hundreds of tradespeople who could not practice their craft, put out a call from the pulpit to organize training and employment supports.

Vincenzo Bellissimo, a cabinet maker, heard the call, picked up his power tools and machines and moved them into the basement of St. Helen's Church. And so was born COSTI's first training program.

As COSTI grew organically, in the 1970s and 80s, the then President, Lino Magagna, an engineer at Ontario Hydro, decided that COSTI needed greater discipline in its governance and planning structures. He brought a group of talented professionals from Ontario Hydro to the COSTI Board, establishing solid finance, IT and planning systems - three of those professionals are still on our Board.

Then there was the late Panfilo Corvetti, COSTI's Director of Education, who set a new standard in loyalty when he asked his family to bury him in a COSTI t-shirt - such was his devotion to our work.

A more recent story, one that is both sad and inspiring, revolves around one of our English language students. Sarah was here alone from Haiti and her classmates and teachers had become her family. Sarah left COSTI when she finished her LINC language levels and was excited for her future as she had been accepted at community college. Then came the devastating news that she had been diagnosed with stage IV liver cancer. The hospital happened to be located near the COSTI Centre and the students and teachers organized themselves to take turns keeping

Sarah company, taking fresh juices and looking after her needs. As they watched her waste away they asked her what was her biggest wish. She said that it was to see her father. As it happened, one of the COSTI teachers had just won a small amount of money playing a scratch lottery and so she offered to buy the ticket to bring Sarah's father from Haiti.

There was this incredible effort on the part of some teachers to organize everything to make this happen, and within two days the father was by Sarah's side, where he stayed day and night until the end.

These are some of the foundational stories that inspire while at the same time reflect who we are. **Volunteers and staff are given a sense of purpose through their work, which no job description can capture. That sense of purpose can narrowly be seen as a mission to help newcomers integrate successfully. But the impact of that work is that we are helping to build a better country with a better quality of life for everyone. If newcomers feel welcome, it increases their participation and engagement in society and reduces the likelihood of marginalization.**

COSTI has evolved over the years to see its mission of service as including a broader nation-building role. It is a given that new challenges will emerge but COSTI will continue to stay engaged with its community partners to contribute to this great nation over the next 65 years!

A handwritten signature in black ink that reads "Mario J. Calla".

**MARIO J. CALLA**  
EXECUTIVE DIRECTOR

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

Through active participation in local, provincial and national committees, advisory 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's over-arching goal is to create conditions that enable immigrants and vulnerable populations to become contributing members of society. COSTI's leadership team works to promote public policies that facilitate the integration of immigrants and that support newcomer communities to build internal leadership and capacity.

As the organization responsible for the resettlement of over 2,200 government-assisted Syrian refugees to Toronto, our community work expanded over the last year in order to better respond to the immediate needs of our clients. Over 45 new partnerships were developed with community health organizations, grass-roots community groups, faith-based organizations and settlement agencies.

COSTI's Stakeholder Engagement General Manager collaborated with partners to deliver services to all Government-Assisted Refugees

that support their integration: housing support services, activities, community events and workshops that engage children and parents; help with introducing them to services available in their local community; and donations of food, clothing and household items.

In addition, a family-matching initiative that saw Canadian host families paired with refugee families continued with the Together Project. Host families provided invaluable support and assistance to refugee newcomers - from the day they move from temporary housing to their new home. They provide support in receiving furniture; setting up their households; shopping for essential items such as food, bedding, etc.; escorting families to local financial institutions, grocery stores, parks and community centres; exploring nearby public transportation routes and help in registering children in school. Having the host family by their side has proven to be a great comfort to recent refugee families served at our Ralph Chiodo Family Immigrant Reception Centre.

In 2016/17 COSTI supported the continued development of local community groups, such as Lifeline Syria, Mes Amis Canada, Refugee JumpStart, and the South Asian Women's Rights Organization, serving Bangladeshi women in Scarborough. COSTI worked with hundreds of partner organizations to coordinate the International Student Connect Program, Problem Gambling, Orientation to Ontario Project and the Welcome Centre Immigrant Services network in York Region. Collaborative and innovative approaches to service delivery allows COSTI and key partners the opportunity to meet the needs of under-served communities and also develop internal capacity to build, enhance and sustain services.

## 2016/17 SNAPSHOT

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.

### A BREAKDOWN OF VARIOUS PARTNERS:



**174** COMMUNITY AGENCIES AND ORGANIZATIONS



**55** INTER-AGENCY PLANNING GROUPS, ADVISORY GROUPS AND LOCAL SERVICE PLANNING COORDINATION GROUPS



**14** COLLEGES AND UNIVERSITIES



**5** HOSPITALS



**5** SCHOOL BOARDS

# Partnership and collaboration is key to the successful integration and engagement of newcomers

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



Mother's Day Hike at the Limehouse Conservation Area with the Toronto Bruce Trail Club.

**Photo Credit:** Together Project/Tides Canada.

### **A PATH TO HOME: SUPPORTING HOUSING NEEDS FOR NEWCOMERS**

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

### **INTERNATIONAL STUDENT CONNECT**

The International Student Connect Program initiated by the Ontario Ministry of Citizenship and Immigration to support international students wishing to settle in Ontario, represents an innovative collaboration between settlement service providers and post secondary institutions. The program offers information sessions, workshops and resources on a variety of settlement topics. The workshops and sessions address issues such as features of life in Ontario, accessing local services, consumer awareness, housing and health care. The program is led by COSTI, in partnership with 16 settlement agencies and 18 colleges and universities in 12 Ontario communities: Barrie, Bradford, Chatham, Hamilton, Mississauga, Niagara Region, Orillia, Ottawa, Sarnia, Sault Ste. Marie, Thunder Bay, Toronto, and Windsor.

### **NEIGHBOURS, FRIENDS AND FAMILIES (NFF)**

NFF is a province-wide public education campaign that raises awareness of the signs of woman abuse so that those close to a woman

at-risk can recognize the signs of abuse and know what actions to take in response. COSTI developed an animated video for Instructors of English language classes on the themes of recognizing indicators of violence, responding to women-at-risk and referring women for help. Lesson plans were developed with activities corresponding to the video for use in classes with students.

### **ORIENTATION TO ONTARIO (O2O)**

A bilingual initiative, O2O is designed to ease the transition of newcomers by providing access to standardized information about settling in Ontario and connecting newcomers to community services upon arrival. O2O workshops are delivered in partnership with 31 settlement agencies in eight Ontario communities across the province. COSTI, in collaboration with Centre de Sante Communautaire Niagara/Hamilton, OCASI and George Brown College, provide program development, evaluation, promotion and staff training to support the delivery of the program. Resources include a website, workbooks, fact sheets and webinars available to newcomers pre-arrival.

### **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 in need of culturally and linguistically appropriate treatment and services.

### **WELCOME CENTRE IMMIGRANT SERVICES**

The Welcome Centre Immigrant Services is a one-stop service in York Region,

designed to guide and support newcomers through the maze of information and resources. Core services provided at each of the five Centres by a partnership of agencies include: settlement and integration services; language training and enhanced language training; accreditation and qualifications assistance, and employment supports.

### **WELCOME GROUP MODEL**

In 2016/17 COSTI partnered with Together Project, a project of Tides Canada, in developing a standardized model of volunteer engagement with Government-Assisted Refugees. Together Project connects refugee newcomers and Canadians to build stronger, more integrated communities through three program areas: matching, community and research.

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

With the support of the Ontario Ministry of Citizenship and Immigration, Together Project and COSTI are developing manuals and tools for volunteering with refugee newcomers and supporting the development of the program in London, Ottawa, Thunder Bay and Toronto with information and training to best support refugee newcomers, and to understand the role of volunteer support in fostering durable integration.

# 1952

The Italian Immigrant Aid Society (IIAS) started with a grassroots network of men and women who volunteered to provide Italian immigrants to Toronto with warm food, housing and job opportunities. The IIAS evolved into an individual body with its own charter in 1955.

## 1960

Over 2,100 immigrants were met at Union Station. Funds were donated to the relatives of the victims of the Hogg's Hollow tragedy, where five Italian immigrants lost their lives in a tragic construction accident.

## 1962 - 1966

The idea for COSTI originated from Joseph Carraro, a former Catholic priest who wanted to help meet the needs of Italian immigrants. In 1962, along with the financial help of Charles Caccia (who also helped raise funds for the IIAS), Father Carraro was able to fulfill his idea of helping immigrants with technical training and education, putting into practice the agency's original motto 'integration through education.'

Later in 1966, COSTI formed a partnership with the Workers' Compensation Board (now known as the Workplace Safety and Insurance Board) to establish a Rehabilitation Program for injured workers. The program grew to eventually help retrain thousands of injured men and women.

## 1969

A huge part of COSTI's success comes from the long-lasting partnership with the United Way. In 1969, COSTI was approved to be a partner of the United Way, allowing the agency to open its doors and serve all immigrant communities. COSTI received its first grant from the United Way in 1970.

## 1975 - 1976

Recognizing the many barriers that women face in society, in 1975 COSTI took the innovative step of providing specialized services to women. The Women's Program was one of the first available in the City of Toronto for women suffering from depression and isolation. In January 1976, COSTI opened its new Rehabilitation Centre on Orfus Road. The program had long outgrown the cramped basement setting of Beverley Street.

## 1979

COSTI, George Brown College and Toronto Chinese Community Services Association (TCCSA) work together to develop aptitude and educational assessments (in English and Vietnamese) to fast-track Vietnamese refugees arriving in Toronto to certify their level of education.

## 1981

COSTI and the IIAS amalgamate into one agency. As COSTI-IIAS, the first priority of the merger was to develop stronger and more effective ways of providing services to more people.





### 1997 to 1998

In 1997, COSTI creates an integrated workshop model of job search training specifically for newcomers to help them understand how job-search works in Canada. The federal government subsequently contracts COSTI to train settlement agencies across Ontario on the new Job Search Workshop model.

An important part of COSTI's work is to provide skills training for newcomers so that they can become employed in their related field of training. In partnership with Humber College Institute of Technology and Advanced Learning, COSTI's Centre for Internationally Trained Professionals and Tradespeople opened its doors in 1997.

The Art Therapy Program was introduced in 1998 for refugee children and youth staying at the Ralph Chiodo Family Immigrant Reception Centre. Under the guidance of a qualified Art Therapist, the therapy helps with the psycho-emotional needs of youth and offers traumatized refugee children the opportunity to express their emotions and share their experiences through art.

### 2001 to 2008

COSTI organized the first African Canadian Council in 2001, bringing together 51 African-serving organizations and community members to a conference to discuss the need for planning and greater coordination of services to the growing community. The result of the conference was the creation of the African Canadian Social Development Council, whose mandate was to coordinate services, provide training and advocate for more responsive public policy. COSTI acted as its trustee.

In 2007, along with four other partner organizations, the Welcome Centre Immigrant Services partnership model was formed. COSTI was the lead for the first centre in Vaughan. Four more locations opened a year later, each led by one of four other partners. A one-stop service in York Region, Welcome Centre Immigrant Services Centres are designed to directly address the settlement needs of newcomers.

Recognizing the growing need for individual and group counselling in the Portuguese-speaking and Spanish-speaking communities, COSTI expanded its family and mental health services to these communities in 2008.

### 2011 to 2015

COSTI's collaboration and partnerships with the community continues with the establishment of province-wide programs such as the Orientation to Ontario Program in 2011, International Student Connect and the Neighbours, Friends and Families public education campaign to raise awareness of the signs of woman abuse.

### 2016 to 2017

COSTI takes the lead in helping to resettle over 2,200 Syrian refugees in the greater Toronto area.

Today, COSTI continues to work with Government-Assisted Refugees, refugee claimants, and privately sponsored refugees, ensuring that the supports and services provided accelerate their engagement in their local community and new country.

### 1982

The Family Centre was established. By providing a centre staffed by professional Social Workers, Psychologists and Psychiatrists, COSTI illustrated the agency's ongoing dedication to addressing the mental health and psycho-social counselling needs of the City's increasingly diverse immigrant population.

### 1989

COSTI began welcoming refugees to Toronto with the establishment of the Reception Centre (now known as the Ralph Chiodo Family Immigrant Reception Centre). The 100-bed facility is the first home in Canada for Government-Assisted Refugees coming from around the world.

### 2000

The Hogg's Hollow Disaster of 1960 where five workers lost their lives at a construction site sparked a movement to change antiquated safety and labour laws in Ontario so that workers had safer workplace conditions. COSTI marked the 40th anniversary by building a memorial and commemorative quilt 'Breaking Ground,' with the help of artist Laurie Swim. The memorial stands in the York Mills subway station.

## Increasing Independence and Reducing Isolation

Every day, seniors face barriers to mobility, health and social supports. COSTI believes all seniors deserve to continue to live a rich and rewarding life, no matter what their circumstances might be. We accelerate this by providing support to older adult immigrants and their families through programs such as the Elderly Persons' Centre, Bosnian, Chinese, Spanish seniors clubs and the CBAO Seniors Day Program.

In 2016/17, a priority for COSTI was to continue to explore partnerships and programming that enable older adults to continue to lead satisfying and dignified lives as they age. Given the expanding geriatric population, it is increasingly important to recognize the impact of culture on individuals diagnosed with dementias such as Alzheimer's disease. As a result, last year saw the first full year of operation of the CBAO Seniors Day Program. Supported by the Calabrian Benevolent Association of Ontario (CBAO), the program offers individuals of Italian heritage with culturally specific programming to help with mental stimulation, physical exercise, and respite.



**Maria DiNardo** with her father **Stefano Raguseo**, a participant in the CBAO Seniors Day Program.

## Stefano Raguseo came to Canada from Toritto (Bari, Italy) more than fifty years ago to make a better life for himself and his family.

Like many newcomers, he didn't speak any English when he first arrived but was fortunate to find a job with a company owned by an Italian immigrant, where language was not a barrier. He worked there all of his life and, with the support of his wife, who also came from Toritto, was able to buy a house, raise a family and enjoy a debt-free retirement.

Last year, Stefano was diagnosed with mild dementia and started attending the CBAO Seniors Day Program. "I am friends with everybody. I tell jokes, everybody likes me and I like everybody," says Stefano. Three days a week Stefano spends his day with other Italian seniors cooking, doing arts and crafts, exercising and even dancing. His daughter Maria DiNardo describes how valuable the program is to her father and her family.

"For three years after my mom passed away, my dad lived on his own. He was able to cook, drive and to clean up after himself. Then one day he became lost on his way back home from church. We took him to the doctor and it was determined that he had dementia. He lived with my sister for a few weeks and now he's living with me.

My father first started going to the centre two days a week, but he enjoys it so much that he now goes three days a week from 9:00 am to 4:00 pm. Joining this program has helped him to stay stable and happy. It keeps his mind

*active and motivated, much better than sitting in front of the television at home. He enjoys the variety of activities staff put together and engages in all of them! When he's at home he never wants to help me with cooking, cleaning or watering the plants whereas when he's at the centre, he does everything.*

*The fact that the programming includes aspects of his heritage and culture and that he can speak in Italian makes a big difference for my father. All the seniors interact in their own language and he feels more comfortable. For me, bringing him here is a stress relief. It's an avenue for me so that I can have peace of mind. I can take a break for myself and I know he's well taken care of. We're really pleased with the program, and it has made a difference for him, for me and for my sister.*

*I really hope COSTI continues to help many other seniors like him. There's no cure for dementia, but this program helps them stay stable. It's a place where they can enjoy time together within their own culture. The food is wonderful and reflects our culture, the staff is great - they organize different activities for the seniors, plus special entertainment like live concerts! It's a special program."*

# 1,800+

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

## 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. In addition, workshops and information sessions are offered to Chinese and South Asian communities.

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

## LOCATIONS

### CORVETTI EDUCATION CENTRE

760 College Street  
416-534-7400

### NORTH YORK CENTRE

1700 Wilson Avenue  
Suite 114  
416-244-0480

### CBAO SENIORS DAY PROGRAM

7730 Islington Avenue  
647-299-6591

# Creating Opportunities for Success

Without gainful employment, finding stability can be a challenge. COSTI believes that access to sustainable jobs puts people on track for success and enriches our communities. Through career assessment and planning, job search and support, COSTI helps people facing barriers including internationally trained professionals, to obtain employment.

The faster newcomers find employment, the quicker they engage and become self-sufficient members of the community. Last year, 7,291 internationally trained professionals, young adults, high school and university graduates came to COSTI for help for the first time bringing them one step closer to finding the right job or career.

532

**UNEMPLOYED AND UNDER-EMPLOYED INDIVIDUALS ACCESSED OUR ONLINE E-FACILITATED WORKSHOPS TO HELP IMPROVE JOB SEARCH SKILLS**



**Mahmoud Bakkar**, Syrian Newcomer Professionals Internship Program.

## The Syrian Newcomer Professionals Internship Program was established in September 2016 as a result of a donation received from La Fondation Emmanuelle Gattuso.

The goal of the program was to place 15 Syrian newcomer professionals in paid internships for 10 weeks, in their related field or profession, in order to help them gain valuable Canadian work experience. COSTI was successful in placing 20 individuals in internships.

The support received from La Fondation Emmanuelle Gattuso allowed COSTI to provide financial incentives to employers. Emmanuelle Gattuso realized that there were gaps that

needed to be filled and understood the need for newcomers to gain Canadian work experience: *“There was a groundswell of support to bring Syrian refugees to Canada, but less focus or support on how they might make this their home. I felt that providing an incentive to potential employers would be the best way to support their efforts to obtain work experience, make contact and hopefully be able to support themselves and their families as they start their lives in Canada.”*

Workshops specifically designed for internationally trained professionals were delivered throughout the program and included information on: guidance on employment trends, how to prepare cover letters and résumés, networking, portfolio building, and interview planning and preparation within the Canadian context.

Mahmoud Bakkar is an example of how La Fondation Emmanuelle Gattuso has made a difference for him and his family.

*“Before I started the workshop at COSTI’s Mississauga Employment Services, I thought that as a Systems Analyst, I didn’t need anyone to help me write my résumé, prepare for an interview, or actually find employment, I was wrong. While we are professionals in our field and may have the technical and hard skills to work in Canada, we lack the most important element to finding employment - soft skills.*

*I can literally say that the workshops saved a year for me in my job search, I learned how to conduct myself in interviews, dress accordingly and reinforce key qualities. Can you believe I had four job interviews after I completed the workshops and was hired by Ryerson University on contract as a Web Communications Specialist?*

*I'm not a superhero, I'm just a person like many newcomers, but I followed all the instructions and suggestions made at the workshops, prepared myself and searched for the right opportunities."*

18 participants who completed their internships secured employment in their profession or related field, 10 were hired by the employer where they interned.

The support received from La Fondation Emmanuelle Gattuso serves as an example of how philanthropic individuals and corporations make a difference in the lives of newcomers, by helping shape their future and accelerating their engagement in Canada, and in the process, contributing to the economy and their community.



**ADULTS AND YOUTH  
FOUND A JOB OR MOVED  
ON TO FURTHER TRAINING  
OR EDUCATION**

## 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 placement and maintenance. Individuals can also benefit from a range of on-the-job placement and training opportunities relevant to their specific career goals. Exploration of trades apprenticeships, customized job searches and mentoring opportunities are available.

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

Canada Summer Jobs provides funding to help employers create summer job opportunities for full-time students (aged 15 to 30 years) who are intending to return to their studies in the next school year. It is designed to focus on local priorities, while helping both students and their communities.

### LIFE SKILLS TRAINING

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

### ONLINE SERVICES

Using an interactive online platform e-facilitated by Employment Consultants, online services are available to unemployed and under-employed individuals who face multiple barriers and cannot otherwise access on-site services. An Employment Resource room is available for specific job search

techniques and tools, and a Virtual Library listing key websites related to employment research and job search.

### HOMELESS INITIATIVES FUND - EMPLOYMENT

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

### ONTARIO WORKS

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

### RESOURCE AND INFORMATION

Individuals access information on careers and occupations, 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.

### SYRIAN NEWCOMER PROFESSIONALS PAID INTERNSHIP

An internship project that assists Syrian newcomers gain experience in the Canadian workplace and prepares the participants in job search strategies and job retention in the Canadian Workplace. Workshop sessions on Canadian work culture, self-assessment, networking, telephone etiquette, pronunciation, and employment trends, among others, are available.

## LOCATIONS

### BRAMPTON EMPLOYMENT SERVICES

10 Gillingham Drive  
Suite 300  
905-459-8855

### CALEDONIA CENTRE

700 Caledonia Road  
416-789-7925

### JANE STREET HUB

1541 Jane Street  
416-645-7575

### MISSISSAUGA EMPLOYMENT SERVICES

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

### VAUGHAN CENTRE

3100 Rutherford Rd.  
Suite 102  
905-669-5627

### WESTON EMPLOYMENT SERVICES

35 King Street  
Suite 106  
416-588-2240

# Family & Mental Health Services

Mental health issues can greatly impact an individual's ability to integrate into society. This is why COSTI believes everyone deserves access to appropriate care. In keeping with this philosophy, in 2016/17 Family and Mental Health Services introduced mental health services for Syrian newcomers in partnership with COSTI's Client Support Services.

Last year, over 800 immigrants and refugee newcomers and their families received culturally competent counselling services. In addition, COSTI continued to provide ongoing support for individuals, couples and families experiencing challenges, including victims of violence and abuse.

700

**IMMIGRANT WOMEN, INCLUDING ITALIAN, PORTUGUESE AND SPANISH-SPEAKING WOMEN WHO EXPERIENCED ABUSE RECEIVED COUNSELLING AND PARTICIPATED IN SUPPORT GROUPS**



Rosalie Ricupati, Clinical Counsellor, Family and Mental Health Services with Caterina Bellissimo.

Although the Italian-Canadian community has progressed beyond the stage of early settlement, Italian-Canadians, as well as the Spanish-speaking community continue to experience social and psychological problems resulting from the clash between value systems, the breakdown of traditional roles, and the pressures of life in a highly technological and urban society.

Caterina Bellissimo suffered from severe anxiety and lack of sleep for many years. Wanting to help, her sister suggested that Caterina attend the meditation group led by COSTI's Clinical Counsellor, Rosalie Ricupati. The meditation group and one-on-one counselling sessions with Rosalie have forever changed Caterina.

*"Before meeting Rosalie, I was a very angry person and didn't trust anyone. I was involved in abusive relationships and was destined to repeat the abusive pattern I experienced as a young child. Counselling helped me understand and recognize the signs of abuse and gave me tools to cope and remove myself from negative situations. It also helped me understand my parents and the struggle faced by immigrants in a new country. I realized that sometimes adults outwardly express their own anxiety without realizing the consequences of their actions on their own children.*

*COSTI was life changing for me. Before meeting Rosalie, I came from a place of darkness, emotionally and physically drained from my experiences and life's challenges. But today, I can honestly say that I am proud of myself and my accomplishments, and I owe my new outlook on life to Rosalie and her counselling advice. I have never connected with anyone like I have with Rosalie. It's an unbelievable transformation that happens when you have someone who validates your feelings and supports you with no judgement. A year and a half later, I no longer need sleeping pills. I am positive, healthy and strong.*

*Eager to share my experiences and help others, Rosalie was happy to act as a teacher and instruct me on how to conduct workshops on mindfulness in my workplace. I can't believe that I will be running workshops in 2018! Paying it forward is so important to me, if what I do helps just one person, then I have accomplished something of value in my life."*

Rosalie is very proud and happy for Caterina. *"Learn something new, practice it and then teach what you've learned, it's the cycle of life, pay it forward. Watching Caterina's dedication and transformation has been incredible, the teacher can teach, but the student needs to be present."*

Caterina is very hopeful for the future, *"I'm a better person now, I'm strong and courageous. I love myself now, live life mindfully and excited about what life has to offer. I don't know where I would be without Rosalie, she saved my life!"*

## FAMILY & MENTAL HEALTH SERVICES

### FAMILY COUNSELLING

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

### 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  
416-244-7714

#### VAUGHAN CENTRE

3100 Rutherford Road, Suite 102  
905-669-5627

# 1,370

INDIVIDUALS ACCESS ON-SITE  
PSYCHIATRIC SERVICES

## From Hope to Opportunity

Refugees and immigrants often feel overwhelmed by the many changes they experience. At COSTI, we believe that with a little help early on, they can quickly feel at home in their new country. Our Settlement Services, from pre-arrival, to initial assessment and interpretation services, advocacy and counselling, promote a greater sense of security and well-being, helping newcomers and their families get on their feet, faster.

COSTI's priority for 2016/17 was to continue to deliver effective Settlement Services to our immigrant and refugee clients and enhance our support services so that everyone that comes to COSTI receives the help they need. Our work with refugee newcomers continued to be enhanced through our Client Support Services Program, ensuring that all resettled refugees received introductions to employment, housing and mental health services. We also further expanded and standardized student and volunteer recruitment to better align with program activities.

Our focus for next year is to continue to expand our services to refugees to include refugee claimants in addition to Government-Assisted Refugees and privately sponsored refugees, with a focus on also expanding the volunteer involvement of former clients like Police Constable Ulfat.



Constable **Ahsan Ulfat**, Toronto Police Service, 14 Division.

OVER  
**2,200**  
REFUGEES

**FROM AROUND THE WORLD WERE WELCOMED TO TORONTO AND RECEIVED TEMPORARY ACCOMMODATION AND HELP WITH THEIR SETTLEMENT, INCLUDING EMPLOYMENT, HOUSING AND MENTAL HEALTH SERVICES**

Police Constable Ahsan Ulfat arrived in Canada in December 1998.

He fled from Afghanistan with his mother and two brothers using a Red Cross passport.

His father, an Afghan politician, was murdered ten years earlier. Ahsan and his family's lives were also at risk. They wanted to come to Canada because they had family here and they knew that it was a safe and multicultural country.

Ahsan and his family spent their first ten days in Canada at COSTI's Ralph Chiodo Family Immigrant Reception Centre located in downtown Toronto. He is one of the countless newcomers and refugees that COSTI has helped throughout the last 65 years. Ahsan currently works as a Police Officer for Toronto Police Service, 14 Division.

*"Back home police officers are known to commit most of the crimes, so you avoid them at all costs. We came to Canada through Pakistan. When we crossed the border from Afghanistan, the police officers took every cent we had. We literally arrived with nothing, only with some old pots and pans in a cardboard box and some clothes. When we arrived, right on the baggage carousel at the airport, the box opened up and the pots and pans spilled all over the place. A police officer was there and asked us if the pots and pans belonged to us. We said 'yes' and he told us to wait for a second. He walked away and came back with some tape, he taped the box up and said 'have a good day.' That day, I knew that I wanted to become a police officer.*

*COSTI was my home when I first came to Canada. Part of my childhood is in that building downtown. They gave us our first winter coats and boots, provided us with a place to sleep and gave us three meals every day so we didn't have to worry about when our next meal was going to be. Staff walked us to Service Ontario and helped us get our health card and our social insurance card, so we could start working and go to the doctor if needed.*

*Can you imagine arriving to Canada and not having any of that? What do you do after you've landed at Terminal 3? You need someone that says 'Welcome to Canada!' and helps you get set up. That's exactly what COSTI does. They are your first impression of what a Canadian is. They treat you like a human being.*

*What I appreciate the most about my time at COSTI, is that there was always someone to talk to and practice my English with. Staff are never too busy for you. That's how I remember Thomas, one of the Counsellors at the Ralph Chiodo Family Immigrant Reception Centre. He would always talk to you for a couple of minutes, ask you about your day, and make you feel good. That was unbelievable to me. Forget about the food and the clothes and the bed! Only that human aspect of COSTI makes it invaluable. I will never forget my experience, it has shaped who I am and what I do today."*

Ahsan has been working as a Police Officer for over ten years. He enjoys visiting COSTI whenever he has a chance and brings coffee and Timbits to welcome the refugees and newcomers that are staying at the Ralph Chiodo Family Immigrant Reception Centre. "I want them to know that they we are here to serve them and that they can reach out to me and to any police officer for help at any time," says Ahsan.

**2,527**

**OVERSEAS CLIENTS RECEIVED INFORMATION AND ORIENTATION ONLINE TO HELP THEM PREPARE FOR SETTLEMENT AND EMPLOYMENT PROCESSES BEFORE ARRIVING IN CANADA**

**7,100**

**IMMIGRANTS RECEIVED COUNSELLING AND HELP FROM COSTI WITH ACCESSING GOVERNMENT SERVICES, COMPLETING GOVERNMENT FORMS, TRANSLATION, INTERPRETATION AND REFERRAL SERVICES TO SUPPORT IN THEIR LOCAL COMMUNITIES**

## 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 and overcome their fears through art.

### CLIENT SUPPORT SERVICES

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

### 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, completing of government documents, advocacy, supportive counselling for new immigrants and settled immigrants.

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

## LOCATIONS

### CORVETTI EDUCATION CENTRE

760 College Street  
416-534-7400

### NORTH YORK CENTRE

1700 Wilson Avenue, Suite 114  
416-244-0480

### RALPH CHIODO FAMILY IMMIGRANT RECEPTION CENTRE

100 Lippincott Street  
416-922-6688

### WELCOME CENTRE IMMIGRANT SERVICES, MARKHAM NORTH

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

### WELCOME CENTRE IMMIGRANT SERVICES, RICHMOND HILL

9325 Yonge Street  
289-842-3124

### WELCOME CENTRE IMMIGRANT SERVICES, VAUGHAN

9100 Jane Street, Building H  
905-761-1155

### VAUGHAN CENTRE

3100 Rutherford Road, Suite 102  
905-669-5627

## Investing in the Future

Young people have little control over the circumstances that govern their lives. COSTI believes all children and youth should enjoy equal access to the support they need to reach their goals. This is accelerated through our community connections, mentoring, leadership, employment and recreation programs.

Our Children and Youth Services are designed with the understanding that all young people have the right to be provided with support, guidance and opportunity.

A key achievement in 2016/17 was the establishment of the Refugee Youth Leadership Program, a program launched through the support received from the Alkhayat Foundation, the U.S. Embassy Ottawa and the Province of Ontario. This two-year program is designed to provide high school-aged refugees with after school or weekend English as a Second Language (ESL) classes and includes a leadership training component, organized week-long camps, and a series of seminars. At the end of the two-year program, youth will participate in an exchange program to the United States centred on leadership development and engagement with community organizations focused on refugees.

The goal of the program is to engage and inspire confidence in youth and to ensure that more refugee students stay in school and provide successful models for future arriving refugees.



Refugee Youth Leadership Program participants having fun at a Blue Jays Game.

COSTI has partnered with the YMCA in Mississauga and Scarborough to host ESL classes twice weekly and to provide social recreational programs, while George Brown College provides a customized Leadership Training Program.

Refugee youth have the greatest challenge in integrating. Adolescent insecurities combined with a lack of English language skills sometimes conspire to marginalize these young people.

The Refugee Youth Leadership Program is an example of how governments and community agencies work together to form strong partnerships in helping to ensure that our country's future is secured by empowering young people to develop into leaders.

OVER  
**300**

**REFUGEE NEWCOMER CHILDREN WERE PROVIDED WITH A LIFELINE AND THE OPPORTUNITY TO WORK THROUGH THEIR FEARS BY EXPRESSING THEMSELVES THROUGH ART AND PARTICIPATING IN COSTI'S ART THERAPY PROGRAM**

**2,300**

**YOUNG MEN AND WOMEN RECEIVED EMPLOYMENT SUPPORT SERVICES, INCLUDING PLACEMENT**

## CHILDREN & YOUTH SERVICES

### INTER-ACTION MULTICULTURALISM PROGRAM

Youth between the ages of 16-21 participate in activities which aim to increase civic engagement among newcomer youth. Youth participants will receive 25 hours of programming through leadership workshops and participate in a youth-led community project and in a national youth gathering where they will present on their project and network with peers from across Canada.

### REFUGEE YOUTH LEADERSHIP PROGRAM

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

### YOUTH JOB CONNECTION

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

### YOUTH JOB CONNECTION - SUMMER

Offers high school students planning to return to school, or to move on to post-secondary education, with at least 20 hours of paid training to prepare them for the workforce. The program includes mentorship, job coaching and help in securing summer jobs, part-time and after school jobs. This service is available at our 700 Caledonia Road location only.

### YOUTH JOB LINK

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

### YOUTH LEADERSHIP PROGRAM

Empowers youth, between the ages of 13 and 24, 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. Youth and seniors come together to grow, cultivate and cook vegetables from a community garden. This exciting initiative engages participants in

a dialogue and activity where they will gain a better understanding of their similarities and differences and come to value the importance of both generations.

### YOUTH MENTORING

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

### YOUTH NETWORKS

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

### YOUTH SETTLEMENT SERVICES

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

## LOCATIONS

### BRAMPTON EMPLOYMENT SERVICES

10 Gillingham Drive, Suite 300  
905-459-8855

### BIRCHMOUNT STADIUM

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

### VARIETY VILLAGE

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

### CALEDONIA CENTRE

700 Caledonia Road  
416-789-7925

### CENTENNIAL MALL

227 Vodden Street  
Brampton

### JANE STREET HUB

1541 Jane Street  
416-645-7575

### MISSISSAUGA EMPLOYMENT SERVICES

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

### VAUGHAN CENTRE

3100 Rutherford Road  
Suite 102  
905-669-5627

### VODDEN CENTRE

227 Vodden Street East  
Suite 3, Brampton  
905-459-6700

### WESTON EMPLOYMENT SERVICES

35 King Street  
Suite 106  
416-588-2240

### SCARBOROUGH TOWN CENTRE

55 Town Centre Court  
Suite 401  
Scarborough

### SQUARE ONE SHOPPING CENTRE

100 City Centre, Suite 501  
Mississauga

# Responding to the Needs of English Language Learners

For newcomers to Canada, an inability to speak English can be one of the greatest barriers to finding work. When English language skills are improved, those barriers can be reduced. COSTI's English language programs help immigrants and refugees broaden connections with employers, advocate on behalf of their children, and feel engaged with their new communities.

In 2016/17, over 4,300 newcomers were enrolled in English language classes across Toronto, Peel Region and York Region, with half completing a minimum of one level within the year. Our priorities for next year include incorporating specialized skills training in the York Region classes and introducing curriculum on financial literacy and women abuse.



**WHO GRADUATED FROM THE ENHANCED LANGUAGE TRAINING PROGRAM OR STUDIED ENGLISH AT COSTI IN 2016/17 HAVE A COLLEGE, UNIVERSITY OR POST GRADUATE DEGREE**



**NEWCOMERS IMPROVED THEIR ENGLISH LANGUAGE SKILLS BY ATTENDING ENGLISH LANGUAGE CLASSES AT ALL LEVELS, INCLUDING LITERACY, PRONUNCIATION AND GRAMMAR IN CONVERSATION CLASSES, ENHANCED LANGUAGE TRAINING OR COMPUTER COURSES**



**OF ENHANCED LANGUAGE TRAINING PARTICIPANTS FOUND EMPLOYMENT OR MOVED ON TO FURTHER TRAINING OR EDUCATION OPPORTUNITIES**

## LANGUAGE & SKILLS TRAINING SERVICES

### LANGUAGE TRAINING

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

### SKILLS TRAINING

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

### CARE FOR NEWCOMER CHILDREN

Child-minding support for LINC students at the North York Centre and Welcome Centres.

### LOCATIONS

#### CORVETTI EDUCATION CENTRE

760 College Street  
416-534-7400

#### ENHANCED LANGUAGE TRAINING SERVICES, BRAMPTON

10 Gillingham Drive  
Suite 109A  
905-451-7147

227 Vodden Street East  
Suite 3  
905-459-6700

#### LANGUAGE AND SKILLS TRAINING SERVICES, NORTH YORK

1700 Wilson Avenue  
Suite 206  
416-244-9980

#### WELCOME CENTRE IMMIGRANT SERVICES, MARKHAM NORTH

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

#### WELCOME CENTRE IMMIGRANT SERVICES, MARKHAM SOUTH

7220 Kennedy Road  
905-479-7926

#### WELCOME CENTRE IMMIGRANT SERVICES, NEWMARKET

16655 Yonge Street  
Unit 26  
289-841-3032

#### WELCOME CENTRE IMMIGRANT SERVICES, RICHMOND HILL

9325 Yonge Street  
289-842-3124

#### WELCOME CENTRE IMMIGRANT SERVICES, VAUGHAN

9100 Jane Street, Building H  
905-761-1155

# Transforming Lives One Person at a Time

Women of all races and ages face personal and systemic barriers every day. COSTI believes all women deserve a supportive environment in which they can feel empowered. As part of this goal, we offer specialized employment services, supportive counselling, workshops on health, parenting, and much more.



**REGISTERED FOR ENGLISH CLASSES AND COMPUTER TRAINING COURSES AT COSTI**



**OF COSTI CLIENTS ARE WOMEN**



**OF PARTICIPANTS IN THE WOMEN OF COURAGE PROGRAM FOUND EMPLOYMENT IN THEIR FIELD OR WENT ON TO FURTHER THEIR EDUCATION - 58% OF PARTICIPANTS INCREASED THEIR ANNUAL INCOME**

## WOMEN'S SERVICES

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

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

Immigrant women have access to workshops on topics relevant to their wellbeing: health, parenting, domestic violence, etc. COSTI's Trauma Group for Spanish-speaking Women offers individual and group counselling for Spanish-speaking women and their children who have been traumatized.

The Women's Employment and Lifeskills Counselling Program - Women Gaining Ground, provides workshops combined with individual counselling for women to improve their self-confidence, develop social networks and increase their employment potential. Located in the Region of Peel, Pathways to Success provides low-income women opportunities to explore self-employment and stabilize their personal and family situation. Women in need of housing support services are provided childminding and travel supports in order to access services.

### WOMEN OF COURAGE PROGRAM

Provides women with support to attain 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  
905-459-8855

### CALEDONIA CENTRE

700 Caledonia Road  
416-789-7925

### CORVETTI EDUCATION CENTRE

760 College Street  
416-534-7400

### FAMILY AND MENTAL HEALTH SERVICES

1700 Wilson Avenue  
Suite 105  
416-244-7714

### MISSISSAUGA EMPLOYMENT SERVICES

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

# Housing Help Program

Housing insecurity can lead to complications in all areas of life. This is why COSTI believes so strongly in breaking down barriers to sustainable housing. We accelerate access to housing by aiding in the search for homes, working with landlords to understand challenges, and providing workplace training for those who are homeless, or in danger of becoming homeless.



## HOUSING SERVICES

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

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

## LOCATION

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

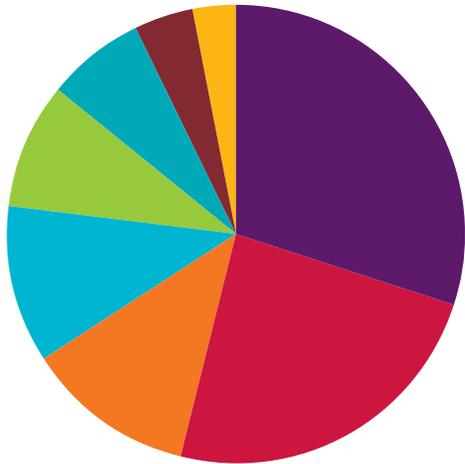
## WE WORKED WITH

3,432

**PEOPLE WHO WERE HOMELESS OR AT RISK OF HOMELESSNESS TO HELP THEM SECURE PERMANENT AFFORDABLE HOUSING**

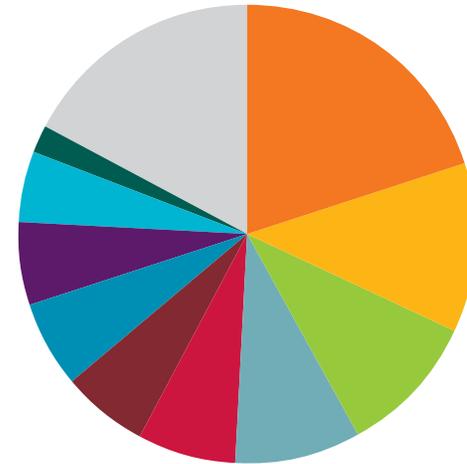
# Who We Helped in 2016/17

## BY SERVICES



- **30% EMPLOYMENT SERVICES**  
 Career Assessment and Planning, Job Search and Placement, Job Maintenance Supports, Resource and Information, Online Services
- **24% SETTLEMENT COUNSELLING, COMMUNITY PLANNING/COORDINATION, PUBLIC EDUCATION, POLICY DEVELOPMENT**  
 Canadian Immigrant Integration Project, Community Connections Program, International Student Connect, Information and Referral, Interpretation, Documentation and Life Skills
- **12% ENGLISH LANGUAGE INSTRUCTION AND SKILLS TRAINING**  
 English Language Classes, Enhanced Language Training, Computer Courses
- **11% HOUSING SUPPORTS**
- **9% REFUGEE SHELTER SERVICES**
- **7% FAMILY & MENTAL HEALTH SERVICES**  
 Domestic Violence, Psychiatric Services, Problem Gambling, Counselling and Support Groups
- **4% COUNSELLING, SUPPORT GROUPS, DROP-IN SERVICES**  
 Women's and Seniors' Services
- **3% YOUTH & RECREATION**  
 Crime Prevention & Substance Abuse Workshops, Leadership Development, Track & Field Program, Employment Supports

## BY COUNTRY OF ORIGIN



- **20% MIDDLE EAST**
- **12% SOUTH ASIA**
- **10% CARIBBEAN**
- **9% AFRICA**
- **7% WESTERN EUROPE**
- **6% CHINA**
- **6% SOUTH AMERICA**
- **6% EASTERN EUROPE**
- **5% SOUTHWEST ASIA**
- **2% CENTRAL AMERICA**
- **17% OTHER**

## BY AGE



- **18% CHILDREN & YOUTH (UP TO AGE 24)**
- **73% ADULTS (25 TO 64)**
- **9% SENIORS (65+)**

## BY GENDER



- **56% FEMALE**
- **44% MALE**

# Donors & Contributors

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

<b>20,000+</b> Scotiabank	City of Toronto-Parks, Forestry and Recreation	Plastcoat, Division of Magna Exteriors	Frank Pontes	Man Chim
<b>15,000+</b> Crescent School Rethink Canada	Gente Boutique Lynn McQueen Morris & Company Inc. Pino Correale Edgar D'Souza Direct Buy of Toronto North	Jose Romero Leo Sdao Villa Charities - Columbus Centre	Francisco Sanchez Felecia Simpson St. Michael Catholic School Southbrook Vineyards Jason Vandyken VIA Rail Canada Inc. Veris Wilson Woodbine Entertainment	Christ Our Rock Ministry Anthony Coxall Creemore Springs Brewery Satyajit Das Dave and Buster's Toronto Michelle Davenport Bolly Delasilagas Angelo Delfino Maria De Fatima De Sousa Sunita Dhiman Tanya Dickie Distillery Restaurants Corporation Dollarama Ilko Dossev Desmond Drake Glenice Edwards Flat Rock Cellars Brian Fontes Leisa Forde-Carvalho Kevin Galloway Sylvia Galloway Aiza Garcia Shahbaz Ghazi GMCR Canada Holding Inc. Sheena Green Rosie Gubatan Poonam Gupta Un-Suk Han
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<b>1,000+</b> Anonymous Bellissimo Law Group Brands for Canada Dawah Centre Radisson Hotel Toronto East				
<b>500+</b> Vittoria Adhami Anonymous				



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**Meet Ahlan Bear:** Coinciding with the first anniversary of Syrian refugees arriving to Canada, Rethink Canada developed a bilingual stuffed bear that aims to bring comfort to newcomers. Thanks to Rethink Canada, hundreds of refugee children were welcomed in Arabic and English! Rethink Canada donated their time and creative work.

---

Shamis Hassan  
Delphena Henry  
Jewel Henry  
Trevor Hughes  
Nadira Jasmin  
Bing Jing  
Michelle John  
Salay Kabba  
Lavanya Kalaichevli  
Yogaranthan Kangthah  
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William Walton  
Winsome Wilson

# Thank You

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## FUNDERS

### GOVERNMENT OF CANADA

#### Employment and Social Development Canada

- Canada Summer Jobs
- Enabling Access Fund

#### Immigration, Refugees and Citizenship Canada

- A Path to Home - YMCA
- Client Support Services
- Community Connections
- Information and Orientation
- Labour Market Access
- Language Training
- Orientation to Ontario
- Resettlement Assistance Program
- Support Services

### GOVERNMENT OF ONTARIO

#### Ministry of Advanced Education and Skills Development

- Canada-Ontario Job Grant
- Employment Services
- Youth Job Connection
- Youth Job Connection - Summer
- Youth Job Link

#### Ministry of the Attorney General

- Ontario Victim Services Secretariat

#### Ministry of Citizenship and Immigration

- Innovative Programming
- International Student Connect
- Newcomer Settlement Program
- Ontario's Refugee Resettlement Plan
- Orientation to Ontario

#### Ministry of Community and Social Services

- Violence Against Women

#### Ministry of Health and Long-Term Care

- Addictions Programs, Mental Health and Addictions Branch
- Toronto Central Local Health Integration Network

#### Ministry of Seniors Affairs

- Elderly Persons' Centres

#### Ministry of the Status of Women

- Neighbours, Friends and Families
- Women in Skilled Trades and Information Technology

#### Ministry of Tourism, Culture and Sport

- Ontario Sport and Recreation Communities Fund

#### The Ontario Trillium Foundation

### CITY OF TORONTO

- Community Services Partnerships Program
- Homeless Initiatives Fund
- Housing Help Services - Refugee Resettlement Program
- Ontario Works Employment Programs and Supports
- Shelter, Support and Housing Administration

### YORK REGION

- Life Success Strategies
- Transit Ticket Program

### PLANNING FOR CANADA

#### PROSPER CANADA

#### TORONTO CATHOLIC DISTRICT SCHOOL BOARD

#### UNITED WAY TORONTO & YORK REGION

#### U.S. EMBASSY OTTAWA

- Refugee Youth Leadership Program

#### YORK CATHOLIC DISTRICT SCHOOL BOARD

### FOUNDATIONS

- Alkhayyat Foundation Canada
- Barrick's Heart of Gold Fund
- Bradford Family Foundation
- Calabrian Benevolent Association of Ontario
- Community Foundation of Mississauga
- La Fondation Emmanuelle Gattuso
- Laidlaw Foundation
- RBC Foundation
- The Bennett Family Foundation
- The BLG Foundation
- The Sam Sorbara Charitable Foundation
- Toronto Foundation



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Torys, LLP

# Mission

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

# Vision

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

## HEAD OFFICE

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