



KABABAYAN
MULTICULTURAL CENTRE

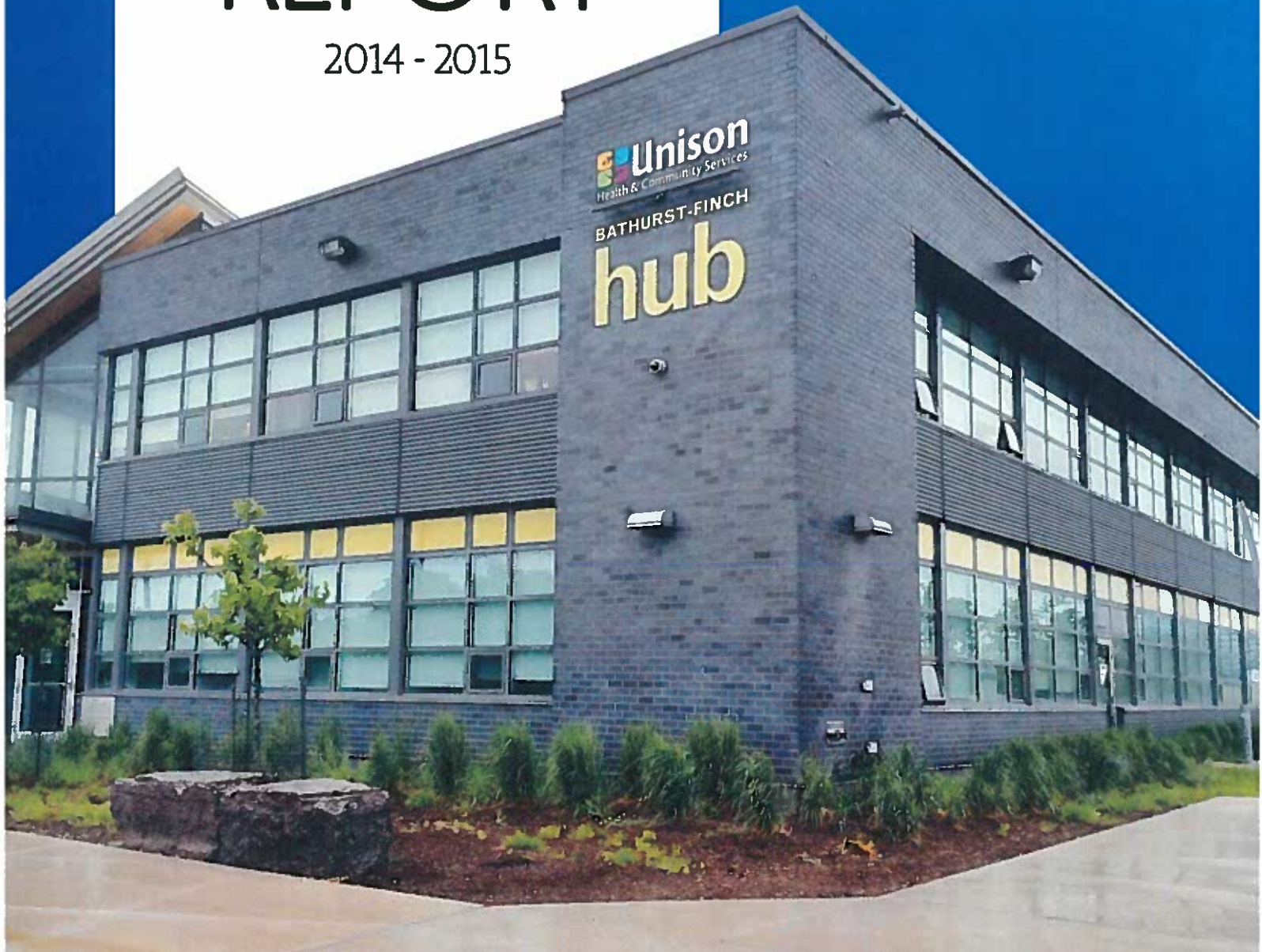
ANNUAL REPORT

2014 - 2015

 **Unison**
Health & Community Services

BATHURST-FINCH

hub



MESSAGE FROM THE CHAIRPERSON AND EXECUTIVE DIRECTOR

Once again we gather for our Annual General Meeting. We take stock of our achievements and strengths, while drawing lessons from our shortcomings and weaknesses. Only in doing so can we improve our performance in the furtherance of the Kababayan Multicultural Centre's mission of "empowering the community to achieve equity, and full and equal access to economic, political and socio-cultural opportunities in Canadian society."

Settlement programs for newcomers continue to be the focus of our services. For fiscal year 2014-2015, we served a total of 3,901 individual clients. We provided a total of 8,175 services, broken down into 7,180 settlement services and 995 community support programs. To these services went the bulk of our revenue i.e., grants from the three levels of government as well as funds from other fundraising efforts, all amounting to \$438,804.00. For these grants, we extend our gratitude to Citizenship and Immigration Canada, the province of Ontario's Ministry of Citizenship Immigration & International Trade, and the City of Toronto.

Through our main office at Queen Street, our Library Services Program at the Parkdale Library, and our satellite office at the Bathurst-Finch Hub, we have held orientation and information sessions for newcomers, provided para-professional counselling and employment-related assistance to those in need, and given on-the-job training to Social Service Worker students from different colleges.

KMC Staff and volunteers work hand-in-hand to provide guidance and support to women and caregivers who encounter problems in the course of family reunification, and to those who suffer abuse from employers that make them work for extended hours without pay. Through counselling, workshops and practical training courses like the English conversation circles, they impart the necessary knowledge and life skills to empower and give these women and caregivers confidence as they move out from the Live-in Caregiver Program (LCP) into the wider world.

The seniors themselves have formed their own support group. Through educational sessions and recreational activities such as field trips and dancing, KMC Staff and volunteers help address their problems of loneliness and isolation, and their need for continuing physical and mental activity. The KMC youth program has brought together student-youth

particularly from Northview Heights Secondary School and St. Patrick's Secondary Catholic School to participate in activities for self-development and mutual support.

Through the Library Services Program, KMC serves different communities with individuals of varied immigration status (e.g., refugees, newcomers, permanent residents, etc.). The abundance of resource materials in the Toronto Public Library system helps them in adjusting to their adopted country, aids them in their job search or in exploring possibilities for further education/studies towards a career or career change.

We also acknowledge the cooperation and support of our partners in community service delivery: the offices of the Philippine Consul General and the Philippine Labour Attache; the Toronto Public Library, Parkdale Community Legal Services, Parkdale Intercultural Association, Parkdale Community Information Centre and the Parkdale Newcomers Service Provider Network; Woodgreen Community Services, the Ontario Council of Agencies Serving Immigrants (OCASI), the Toronto North and South Local Immigration Partnership. There are also the partners in Bathurst-Finch Hub namely: CUIAS, FST, NYCH, JVS Toronto, Lumacare, Downsview Community Legal Services, KCWA Family Services, Circle of Care and Unison Health and Community Services.

All told, amidst the current economic crunch with the budget cuts and austerity measures, it was a good year for the KMC. Having done a Strategic Planning meeting in the past quarter, the Board of Directors has come out with a new Three-Year Plan - one that aims to enhance and improve program and service delivery by developing a needs assessment strategy and conducting program evaluation; exploring funding sources other than the current ones; and conducting more board/staff development and training activities to further strengthen Board and Staff.

All our gains would not have been possible if not for the immense contribution and commitment of our volunteers, friends, partners and funders, and the dedication and tireless efforts of our Staff and Board members. Indeed, these serve to fulfill our mission of facilitating the socio-economic and political inclusion of immigrants and refugees in Canadian society.



Enrico F. Esguerra
CHAIRPERSON KMC



Flordeliz M. Dandal

Flordeliz M. Dandal
EXECUTIVE DIRECTOR



7180

SERVICES

SUMMARY REPORT ON SETTLEMENT SERVICES

SETTLEMENT SERVICES

ORIENTATION & INFORMATION SERVICES

Provision of accurate information to enable and empower newcomers and facilitate settlement in the community. Settlement counselors work with the client to create a personalised newcomer's settlement plan to guide them in the settlement transition.

REFERRAL SERVICES

KMC works with other agencies and partners to provide seamless service to newcomers. KMC will lead you to the appropriate avenues by referring you to organizations that will best respond to your specific needs.

PARA-PROFESSIONAL COUNSELLING SERVICES

Professionally trained settlement counsellors assist and support newcomers in discovering their strengths & personal power to better improve their chances for a successful life in Canada.

EMPLOYMENT - RELATED SERVICES

KMS offers assistance and information on employment standards and workers' rights under the provincial legislation, as well as opportunities for skills training and workshops on employment-related topics and issues. KMC collaborates with other agencies for mandatory employment equity to end discrimination in the workplace. Volunteer opportunities are also available for interested individuals who would like to gain Canadian work.

TRANSLATION & INTERPRETATION SERVICES

Learning a new language is never easy. This service helps newcomers improve their communication skills. Assistance is also provided in translating documents relating to employment and educational and legal matters necessary for immediate settlement.

ADVOCACY

KMS, together with other communities and organizations, lobby all levels of government legislation, policies and programs that enhance the quality of life of its people to ensure equality, equity and justice in society.

LIFE SKILLS SEMINARS

Seminars and workshops to develop and enhance life and coping skills are conducted regularly (i.e. peer nutrition, CPR/First aid training, financial management, stress management).

In total KMC provided 8.175 services comprised of 7.180 settlement services and 995 community social support services for fiscal year 2014-2015

SERVICES	CIC	NSP	LSP
INITIAL NEEDS ASSESSMENT	919	452	11
REFERRAL	393	93	284
ADVOCACY			187
FORMS		18	287
FOLLOW-UP		19	28
INFORMATION/ ORIENTATION	1731	549	656
INTERPRETATION	2	1	570
TRANSLATION		4	
PRA-PROFESSIONAL	283	165	
EMPLOYMENT RELATED	410	90	28
TOTAL	3738	1391	2051

CSP 995

THE CSP-SERVED CLIENTS WERE ATTENDEES OF THE DIFFERENT WORKSHOPS, GROUP SESSIONS AND OTHER SUPPORT ACTIVITIES FOR OUR WOMEN, SENIORS AND YOUTH.

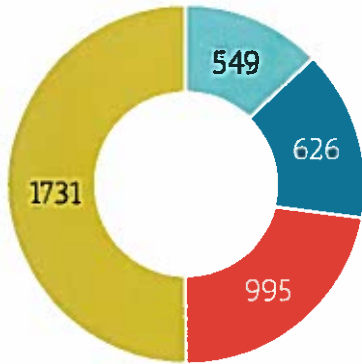


SUMMARY REPORT ON INDIVIDUAL CLIENT PROFILE

During the period, April 1, 2014 to March 31, 2015, Kababayan Multicultural Centre served a total of 3,901 clients. The charts below show the number of clients per program and include their residency status, immigration category and client language.

3,901

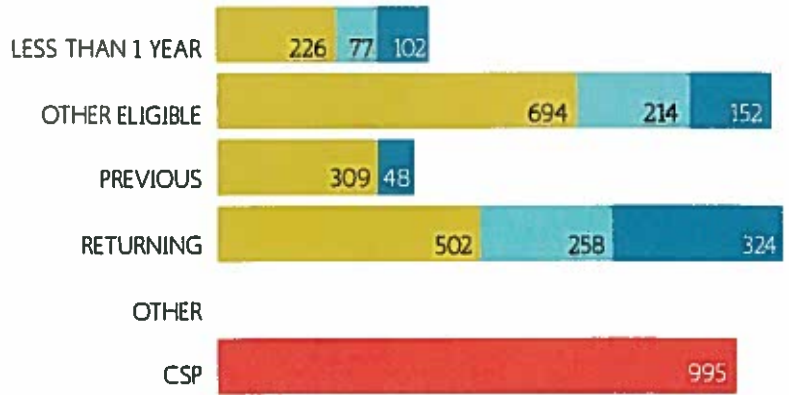
CLIENTS



- CIC - CITIZENSHIP AND IMMIGRATION CANADA
- NSP - NEWCOMERS SETTLEMENT PROGRAM
- LSP - LIBRARY SETTLEMENT PARTNERSHIP
- CSP - COMMUNITY SOCIAL SUPPORT PROGRAM

THE CSP-SERVED CLIENTS WERE ATTENDEES OF THE DIFFERENT WORKSHOPS, GROUP SESSIONS AND OTHER SUPPORT ACTIVITIES FOR OUR WOMEN, SENIORS AND YOUTH.

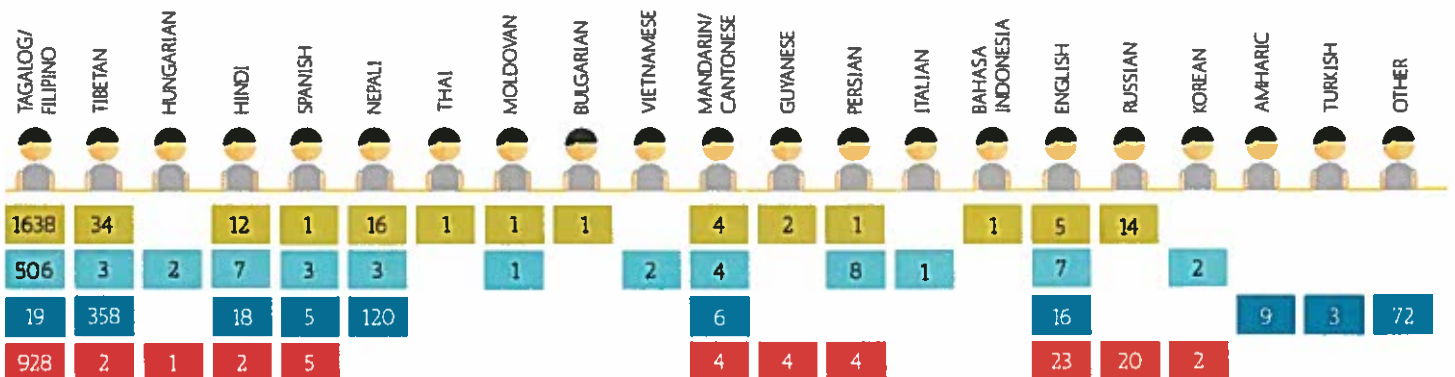
RESIDENCY STATUS



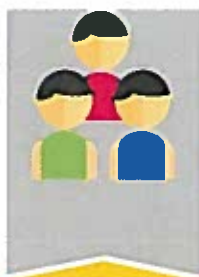
IMMIGRATION CATEGORY

	CIC	NSP	LSP	CSP
LIVE-IN CAREGIVER	1319	209	3	0
INDEPENDENT IMMIGRANT	373	153	300	0
FAMILY CLASS	38	92	80	0
REFUGEE CLAIMANT	0	3	31	0
CONVENTION REFUGEE	1	1	67	0
CANADIAN CITIZEN	0	90	110	995
OTHERS	0	1	35	0

CLIENT LANGUAGES



THE TOP FIVE LANGUAGES SPOKEN BY CLIENTS WERE: TAGALOG: 3091; TIBETAN: 397; NEPALI: 139; ENGLISH: 51; HINDI: 39;



132

GROUP SESSIONS

SUMMARY REPORT ON GROUP SESSIONS

During the period, April 1, 2014 to March 31, 2015, Kababayan Multicultural Centre provided a total of 132 settlement group sessions. Of these, 50 sessions were conducted under the Citizenship and Immigration Canada (CIC), 22 sessions by the Newcomers Settlement Program (NSP) and 60 sessions by the Library Settlement Partnership (LSP). Also, KMC conducted a Computer Training Course with a total of 393 participants for the fiscal year 2014-2015

CIC		50	887
	SESSIONS	PARTICIPANTS	
Citizenship and Immigration Canada			
LIFE SKILLS - CPR / BASIC FIRST AID	1	21	
LIFE SKILLS - FOOD HANDLING	1	15	
ACCESSING SOCIAL SERVICES	1	11	
ENGLISH DISCUSSION GROUP	14	203	
COMPUTER TRAINING GEARED ON JOB SEARCH	14	329	
IMPORTANCE OF VOLUNTEERING IN CANADA	1	14	
INFORMATION SESSION: ACCESSING THE NURSING PROFESSION	1	7	
FINANCIAL WELLNESS	1	14	
INFORMATION SESSION: POLO SERVICES ON CAREGIVERS	1	15	
CHANGE & TRANSITION: FAMILY SEPARATION AND REUNIFICATION	1	20	
GOAL SETTING	1	15	
RESUME WRITING - SELF MARKETING	1	15	
TIME MANAGEMENT	1	9	
MANAGING CAREER TRANSITION & LABOUR MARKET PERSPECTIVE	1	12	
RECENT UPDATE AND CHANGES ON IMMIGRATION LAWS	1	12	
EMPLOYABLE SKILLS AND DEVELOPMENT	1	14	
WORKER'S RIGHTS AND EMPLOYMENT STANDARD ACT	1	23	
STRESS MANAGEMENT	1	15	
MENTAL HEALTH ISSUES FOR TEACHERS AND EDUCATION WORKERS	1	16	
ENHANCING SELF CONFIDENCE	1	15	
NEWCOMERS ORIENTATION SEMINAR	1	34	
PARENTING IN CANADA / CONSULAR SERVICES	1	12	
FAMILY LAW: DIVORCE, CHILD CUSTODY, ACCESS AND SUPPORT	1	25	
INCOME TAX CLINIC / PREPARATION	1	21	

NSP		22	403
	SESSIONS	PARTICIPANTS	
Newcomers Settlement Program			
FREE INCOME TAX COMPUTATION TO CAREGIVERS, IMMIGRANTS, REFUGEES AND CITIZENS WITH ANNUAL INCOME \$30,000 AND BELOW	1	53	
COMPUTER HANDS ON TRAINING TOWARDS JOB SURFING AND RESUME MAKING/ PROJECT PRESENTATION - CULMINATING ACTIVITY OF THE COMPUTER TRAINING	7	64	
ENGLISH CONVERSATION CIRCLE / CULMINATING ACTIVITY OF THE ENGLISH INTERACTION GROUP	5	47	
SUPPORT ACTIVITY TO CAREGIVERS AND IMMIGRANTS - LIFE SKILLS TRAINING FOR JOB SEARCH COMPETENCY - CPR / FIRST AID TRAINING	2	13	
ACCESSING COMMUNITY RESOURCES AND SOCIAL SERVICES	1	16	
FINANCIAL AWARENESS / BUDGETING TIPS	1	9	
SUPPORT ACTIVITY: FOOD HANDLING TRAINING	1	15	
ACCESSING THE TEACHING PROFESSION WORKSHOP / CONFERENCE INFORMATION	1	71	
CONSULAR SERVICES AND PHIL. LABOR LAWS UPDATES	1	48	
MANAGING CHANGE AND CAREER TRANSITION	1	53	
WORKSHOPS - FILLING UP OF GOV'T FORMS	1	10	
INFORMATION SESSION ON TYPE 2 DIABETES	1	34	

LSP		60	617
	SESSIONS	PARTICIPANTS	
Library Settlement Partnership			
TENANT'S RIGHTS	1	22	
IMMIGRATION ISSUES	1	16	
MIGRATION, DISCRIMINATION & MENTAL HEALTH	1	3	
SEXUAL HEALTH	1	8	
ALZHEIMER DISEASE	1	24	
SAFETY AWARENESS	1	21	
LSP WEEK EVENT	1	40	
FESTIVE SEASON CELEBRATION	1	170	
NEWCOMER CHRISTMAS PROGRAM	1	15	
INCOME TAX RETURN PREPARATION	1	13	
LEGAL RIGHTS	1	8	
ENGLISH CONVERSATION CIRCLE	49	277	



CSP SUMMARY REPORT ON GROUP SESSIONS

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SESSIONS

During the period, April 1, 2014 to March 31, 2015, Kababayan Multicultural Centre provided a total of 41 group sessions conducted under the Community Social Support Program (CSP) with a total of 995 participants.



Youth Program



Women Program

YOUTH PROGRAM

Newcomers between the ages of 13-24 years old are welcome to join in the many different activities that KMC organizes throughout the whole year aimed at empowering the youth to develop their leadership skills, particularly in Jean Vanier and St Patrick Catholic High Schools.

WOMEN PROGRAM

KMC organizes support groups to enhance the leadership skills and capacity-building of women. Educational forums are conducted and women engage in partnerships with other groups to uphold women's rights. Counselling about abuse is also accessible through this program.



Seniors Program

SENIORS PROGRAM

KMC assists seniors and provides them with a supportive environment where they can reach out and give mutual support. The support groups organized through this undertaking help in addressing the concerns of the elderly in issues such as abuse, loneliness and family break ups, including searching for housing, employment and volunteer work, as well as applications for pension and social services.

In total KMC conducted 173 group sessions during the fiscal year.

CSP

Community Social Support Program

YOUTH

	SESSIONS	PARTICIPANTS
NVHSS - PERSONALITY AWARENESS TIPS ON SELF CARE	1	13
ST. PATS - PERSONALITY AWARENESS/ SELF CARE	1	11
OUTREACH - MOTHER-DAUGHTER TEA - ST. PATS	1	2
ASIAN HERITAGE MONTH - PROUDLY PINOY	1	177
FINAL GROUP SESSION FOR THE SCHOOL YEAR - ST. PATS PLANNING FOR THE CULMINATING ACTIVITY & OUTDOOR ACTIVITY	1	16
NVHSS - FINAL GROUP SESSION	1	14
NVHSS CULMINATING ACTIVITY	1	11
CULMINATING ACTIVITY - ST PATS	1	10
SUMMER OUTDOOR SUPPORT ACTIVITY	1	33
EDUCATIONAL TOUR AND GEOGRAPHICAL ORIENTATION TO HISTORICAL PLACES IN CANADA	1	16
EDUCATIONAL TRIP OUTSIDE CANADA SUPPORT ACTIVITY	1	5
ONE DAY YOUTH LEADERSHIP CAMP TRAINING	1	18
OUTDOOR SUPPORT ACTIVITY	1	6
SCH YR 2014-2015 BIG GROUP ORIENTATION ON THE KMC PROGRAMS AND SERVICES ESP. YOUTH ACTIVITIES - NVHSS	1	17
BIG GROUP ORIENTATION - ST. PATS	1	20
SECOND BATCH BIG GROUP ORIENTATION AS PER REQUEST FROM THE SCHOOL	1	27
YOUTH NETWORK LEADERS MEETING RE. FESTIVE CELEBRATION PLANNING	1	7
YOUTH NETWORK JOINT FESTIVE CELEBRATION	1	51
YOUTH SESSION - ST. PATS: HOW TO ACE THE TEST	1	14
ST. PAT'S YOUTH SESSION: LOVE AND RELATIONSHIP	1	13
NVHSS YOUTH NETWORK PLANNING SUMMER OUTDOOR ACTIVITIES	1	8
YOUTH NETWORK GROUP SESSION LOVE AND RELATIONSHIP	1	36
ANGER MANAGEMENT AMONG TEENS - NVHSS	1	13
HEALTHY RELATIONSHIP - NVHSS	1	7
ACCESSING POST SECONDARY EDUCATION - NVHSS	1	14
TOTAL	25	559

CSP

Community Social Support Program

WOMEN

	SESSIONS	PARTICIPANTS
ASIAN HERITAGE MONTH - PROUDLY PINOY CELEBRATION	1	28
EDUCATIONAL & GEOGRAPHICAL TOUR TO THE HISTORICAL PLACES IN CANADA - SUPPORT ACTIVITY	1	33
SUPPORT ACTIVITY FOR NEWCOMERS AND THEIR FAMILIES	1	44
UNDERSTANDING WOMEN ABUSE / VIOLENCE AGAINST WOMEN	1	19
WOMEN VOLUNTEERS MEETING COORDINATION AND DELEGATION OF DUTIES AND RESPONSIBILITIES / IMPORTANCE OF VOLUNTEERING	1	5
WOMEN AND CAREGIVERS FESTIVE SEASON CELEBRATION	1	46
INTERNATIONAL WOMEN'S DAY CELEBRATION (INTER AGENCY JOINT CELEBRATION)	1	75
TOTAL	7	250

CSP

Community Social Support Program

SENIORS

	SESSIONS	PARTICIPANTS
SENIORS MEETING IN PREPARATION FOR THE FATHERS /MOTHERS DAY CELEBRATION	1	13
FATHERS / MOTHERS DAY AND BIRTHDAYS CELEBRATION / RETIREMENT AGE AND OVER /HEALTH GUIDE INFO.	1	28
AGING IN CANADA - FINANCIAL SECURITY	1	29
OUTDOOR SUPPORT ACTIVITY	1	28
ACTUAL DEMO ON THE USE OF HEARING AIDS & OTHER DEVICES	1	15
SENIORS MEETING - PLANNING AND PREPARATION FOR THE FESTIVE CELEBRATION	1	15
ACTUAL HEARING ASSESSMENT TEST FOR SENIORS	1	7
FESTIVE CELEBRATION AND BIRTHDAYS ACKNOWLEDGEMENT FOR THE SENIORS GROUP	1	33
BIRTHDAYS AND VALENTINE'S DAY CELEBRATION: MY MOST MEMORABLE ROMANTIC EXPERIENCE SHARING	1	18
TOTAL	9	186

ACKNOWLEDGEMENTS

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Remedios Marcon

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Ola Badawy

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PHILIPPINE LABOUR ATTACHÉ OFFICE

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CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

CUIAS IMMIGRANT SERVICES

CULTURE LINK

DOWNSVIEW COMMUNITY LEGAL SERVICES

FAMILY SERVICE TORONTO

JOBSTART

JVS TORONTO

LUMACARE

KCWA FAMILY AND SOCIAL SERVICES

NORTH YORK COMMUNITY HOUSE

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PHILIPPINE TEACHERS ASSOCIATION IN CANADA (PTAC)

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TORONTO PUBLIC LIBRARY PARKDALE BRANCH

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WOODGREEN COMMUNITY SERVICES

WORKING SKILLS CENTRE

GRAPHIC DESIGN: GABRIELA PINHO

FUNDING AND SUPPORT



Gouvernement
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SUPPORTERS OF KABABAYAN