

# ANNUAL REPORT 2011-2012



## KABABAYAN COMMUNITY CENTRE MULTICULTURAL SERVICES

*Empowering immigrants towards a stronger community that is proud of its cultural heritage and its contribution to Canada*

### *Message from The Chairperson*



Greetings!

It was another fruitful year for the stakeholders of Kababayan Community Centre Multicultural Services. We continue to hold true to our vision and attain our key

objectives through streamlined programs towards our member groups. Our team keeps on raising the bar to deliver effective programs and services towards new Immigrants, Seniors, Women and Youth, Caregivers, Professionals and Reunification of Families.

These fragile economic times have doubly challenged us. The Centre continues to conduct initiatives and strengthen its thrust in providing relevant information dissemination and services towards newly-landed professionals like nurses, engineers, physiotherapist, teachers and other professionals. We continue to maintain social awareness programs like Income Tax Clinics and Access Equity and Human Rights Program.

The enclosed report presents in details the accomplishments of the Centre for the year 2011- 2012 as it delivered strategic programs towards that segment of our society that we continue to serve and nurture. In the process, we continue to tirelessly work with networks and coordinate with funders from federal, provincial and city government for their support and other organization as well as partner agencies like the Philippine Consular Office, Philippine Labor Attaché, Catholic Community Services of the York Region which enabled us to launch several joint initiatives toward orientation for newcomers.

I thank the funders, the committed members of the Board of Directors, the untiring and dedicated staff, the volunteers for their unwavering support for the continued dedication into Kababayan Community Centre Multicultural Services.

As we share KCCMS vision and commitment through the years, more power to all of us.

  
Aguldo D. Dela Cruz  
Chairperson-KCCMS

### *Message from The Executive Director*

Mabuhay!



The 2011-2012 Annual Report of the Kababayan Community Centre Multicultural Services highlighted our initiatives of the past year that makes a difference in the multicultural and diverse population who came for assistance to

the Centre. The new initiatives we have for settlement services, Reunification and Adaptation Program with 9 other consortia partners and Seniors New Horizons Program provided a positive impact in managing transitions experienced by newcomers in Canada. Our continued involvement with Institute for Canadian Citizenship in the conduct of Citizenship ceremony together with our partners demonstrated our commitment in empowering immigrants in building a strong immigrant community.

Through the collaborative approach with partner organizations, we remain responsive to the needs of the community. We are looking forward to serve more newcomers in Bathurst-Finch area as we have a satellite office in Bathurst-Finch Hub in October 2012. The new website also provides our monthly activities and events to better communicate with clients and other stakeholders.

We are especially thankful for the continued support of our funders from the three levels of the government namely; the Citizenship and Immigration Canada (federal), Ministry of Citizenship and Immigration - Province of Ontario, and the City of Toronto. The total revenue for FY 2011-2012 was \$ 510,052.00 from the government funders and fundraising activities by the Centre. We would like to extend our appreciation to the board of directors, staff, supporters and volunteers for their continued dedication, support and involvement in our programs. The services provided with the constituents that we serve for more than three decades were successful because of them.

  
Flordeliz M. Dandal  
Executive Director-KCCMS

## 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** – KCCMS works with other agencies and partners to provide seamless service to newcomers. KCCMS will lead you to the appropriate avenues by referring you to organisations that will best respond to your specific needs.

**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, educational and legal matters necessary for immediate settlement.

**Employment-Related Services** – KCCMS 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. KCCMS 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.

**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).

**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.

**Advocacy** – KCCMS 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.



Access to accounting profession in conjunction with the Association of Filipino Canadian Accountants

My sister told me about Kababayan when I first came to Canada. After going through the information and orientation session with a counselor, I started to gain confidence of myself. She taught me how to network and market myself. I never felt alone in the whole process of job searching. Finding a job with the help of Kababayan is the best experience I have so far in Canada

FREDRIK- CIC/SP Client



Senior's support activity held at 20 West Lodge Avenue



Life Skills Training and Support activity for women



*KCCMS is an inspiration to me. I came to Canada alone in 2009. Desperate to find a job with very little understanding about the system, one of the counselors helped me how to go through the settlement process. I went to ESL class and got my certificate training. Now, I have a job that I really like and I'm able to support my kids back home. Thank you Kabababayan for always being there for me!*

**Rajiya Khatun -LSP Client**



After School Session with the Youth network leaders at Jean Vanier CSS

## OTHER PROGRAMS

**Access, Equity and Human Rights Program** - Works to increase community capacity while providing information on anti-racism, human rights and leadership skills for groups of internationally-educated professionals as well as connect the youth to professional organizations to build their capacity to respond to challenges of racism and discrimination. Some examples of the fields of work: Social Work, Engineering, Teaching, Physiotherapy and Nursing.

**Caregivers' Support Network** - KCCMS has long advocated and given focus on addressing the needs of Live-In Caregivers. Through this program, caregivers meet and discuss with fellow caregivers and share information and mutual support. KCCMS provides caregivers information, referral services and opportunities to enhance personal and professional skills.

**Reunited Families' Program** - An outreach program to the families of current and former participants of the Live-In Caregiver Program affected by the long separation due to the immigration process. Particular focus is given to newly arrived families and spouses to facilitate reunification and adaptation and improve family life in Canada.

**Seniors' Program** - KCCMS assists seniors and provides them 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 search for housing, employment, volunteer work as well as applications for pension and social services.

**Youth Program** - Newcomers between the ages of 13-24 years old are welcome to join in the many different activities that KCCMS organizes throughout the whole year aimed to empower the youth to develop their leadership skills particularly in Jean Vanier and St Patrick Catholic High schools.

**Women's Program** - KCCMS organises 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 thru this program.

**Civics/Self-Development Program** - "You and Canada: Taking Pride in our roots, looking forward to the future" is an educational session that KCCMS implements to help newcomers get oriented and informed on the Canadian Way of Life.

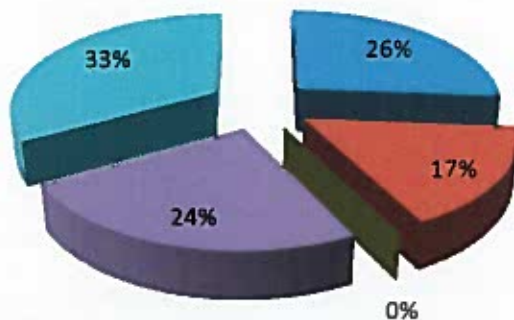
## SUMMARY REPORT ON INDIVIDUAL CLIENT PROFILE

### INDIVIDUAL CLIENT PROFILE

During the period, April 1, 2011 to March 31, 2012, Kababayan Community Centre Multicultural Services served a total 4,600 clients (3,515 individual clients, 1,085 CSP clients). A total of 145 varied and diverse sessions for newcomers were conducted to caregivers, women, seniors, youth and families, with a total of 3,952 participants.

### Residency Status

■ Less than 1 year ■ Other Eligible ■ Previous ■ Returning ■ Others



### Program Legend:

CIC/SP= Citizenship and Immigration Canada Settlement Program  
 CSP = Community Service Partnership Program  
 NSP = Newcomers Settlement Program  
 LSP = Library Settlement Partnership  
 RAP= Reunification and Adaptation Program  
 NHSP = New Horizons for Seniors Program

Residency Status	CIC/SP	NSP	LSP	RAP	NHSP	Total	CSP	%	Grand Total
Less than 1 year	363	339	477	32		1,209		26%	1,209
Other Eligible	503			247		750		17%	750
Previous						0		0%	
Returning	515	209	388			1,112		24%	1,112
Other					444	444	1,085	33%	1,529
<b>TOTAL</b>	<b>1,381</b>	<b>548</b>	<b>865</b>	<b>279</b>	<b>444</b>	<b>3,515</b>	<b>1,085</b>	<b>100%</b>	<b>4,600</b>

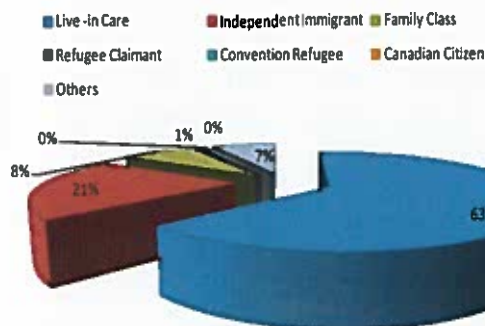
\*Note that the Community Service Partnership Program (CSP) does not breakdown its clients according to the above criteria.

*After prolonged separation I thought reuniting with my family was all joy and excitement but I was confronted with challenges and marital conflicts. I sought help from Kababayan. I was comfortable when I talked to a counselor who speaks my language. She gave me the support I needed and motivated me to achieve my goal. I was directed to various resources in the community. Now, I'm back on my feet and KCCMS is a place I can always call "home".* **ALBERT- RAP Client**



Majority of the clients served belong to the live-in caregiver sector, followed by independent immigrants and family class.

### Clientele Immigration Category

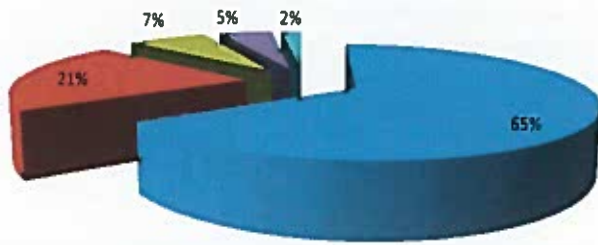


Category	CIC/SP	NSP	LSP	RAP	NHSP	CSP	TOTAL
Live-in Caregiver	874	182					1,056
Independent Immigrant	294	132	443	212			1,081
Family Class	102			67			169
Refugee Claimant		188	128				316
Convention Refugee	12	2	101				115
Canadian Citizen		44	94				138
Others	99		97		444	1,085	1,725
<b>TOTAL</b>	<b>1,381</b>	<b>548</b>	<b>863</b>	<b>279</b>	<b>444</b>	<b>1,085</b>	<b>4,600</b>

\*Note that the Community Service Partnership Program (CSP) does not breakdown its clients according to the above criteria.

### Clientele Languages

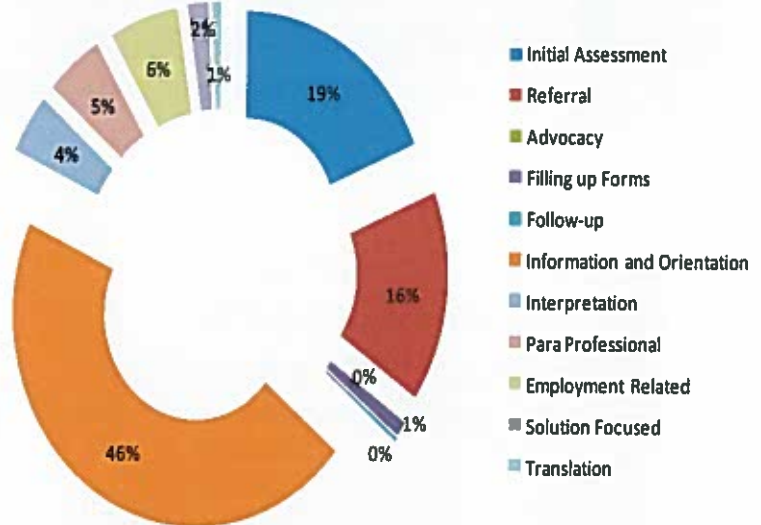
Tagalog Tibetan Hungarian Nepali English



Top five languages spoken by clients were: Tagalog (65%), Tibetan (21%), Nepali (5%), Hungarian (7%) and English (2%). Among other languages spoken were African-Eritrea, Amharic, Arabic, Bengali, Bhutan, Chinese, Creole, Czech, Dari, English, Farsi, French, German, Gujarathi, Guyanese, Hungarian, Italian, Jamaican, Japanese, Korean, Mandarin, Myanmar (Burmese, Cantonese, Pashtu, Persian, Polish, Portuguese, Punjabi, Serbian, Salvia/Areol, Somali, Spanish, Swahili, Taiwanese, Tamil, Telugu, Turkish, Urdu, and Vietnamese, Greek, Bulgarian, Russian, Romanian and etc.

## SUMMARY REPORT ON SERVICES

Clients who were provided information and orientation services were among the highest in terms of percentage. While only 1% of clients who come to office for services require assistance for translation, and 2% needed services for solution focused counseling.



## GROUP ACTIVITIES/SESSIONS

Program	Number of Session	Total Number of Participants
Access	9	1,085
CSP	38	197
CIC/SP	28	1,542
LSP	27	407
NSP	16	442
RAP	27	279
Others		
<b>Total</b>	<b>145</b>	<b>3,952</b>



Life skills training-Support activity for Caregivers



Reunification Adaptation Program workshops and support activity



Despite the economic challenges this year, the centre managed to organize various activities to cater the client's needs. A total number of 145 sessions participated by 3,952 of our clients. These activities range from Information Sessions for Newcomer, conferences, skills development activities, Immigration and labor laws, peer nutrition and food handling, first-aid/CPR, Information on bridging programs professions.

Our success is built on partnership and collaborative work with other organizations around Parkdale area and beyond. We are proud of our strategic effort to foster stronger partnership with our client and work towards their empowerment. Majority of them are inspired by our ways of working and have realized their potentials after going through skills development activities.

We are strengthened by participants and clients taking their part in pursuit of their dreams of building a new home and hope in Canada. We are constantly drawn by their high spirit, enthusiasm in achieving a better life.

In our 35<sup>th</sup> year in the service, KCCMS will remain true to its commitment of empowering immigrants towards stronger community that is proud of their cultural heritage and contribution to Canada.

## AGKNOWLEDGEMENTS

### Board of Directors

Chairperson  
Aguido Dela Cruz

Vice Chairperson  
Jelbert Real

Treasurer  
Ma. Lilia Concepcion Avancena

Secretary  
Romeo Ignacio

Assistant Secretary  
Gayle Capulong

### Members

Enrico Esquerra  
Julius Agamata  
Evelyn Lao  
Tsewang Norbu  
Omar Taladua  
Ana Labasug



### Staff

Executive Director  
Flordeliz M. Dandal

Settlement Counsellors  
Loida C. Gatchalian  
Elena Pacelo  
Shova Adhikari  
Amelia Basingan

Intake/Program Worker  
Paulina Corpus (April 2011-May 2012)  
Ella Tan (June 2012- present)

Finance & Administrative Manager  
Hosana Jayme

Systems Administrator  
Joel Cuevas

Placement Students | Volunteers  
Armela Marano – Seneca College  
Christine Lucasan – George Brown  
Jeffelyn Ariane Lopez – Seneca College  
Pinky Pagkalingayen-George Brown  
Yukty Sakya- TRIOS College



• Philippine Consulate General of Toronto • Catholic Community Services of York Region (CCSYR) • Culture Link • Community Alliance for Social Justice (CASJ) • Toronto Police Services • Asian Community Aids Services (ACAS) • Ontario Association of Filipino-Canadian Engineers (OAFCE) • Parkdale Community Health Centre • Parkdale Intercultural Association (PIA) • CARE Centre for Internationally Educated Nurses • Parkdale Community Legal Services (PCLS) • Philippine Teachers Association in Canada (PTAC) • Parkdale Community Information Centre (PCIC) • St. Christopher House • Toronto Catholic District School Board (TCDSB) • Association of Filipino-Canadian Accountants (AFCA) • Centre for Addiction and Mental Health (CAMH) • Parkdale Community Development Group (PCDG) • Settlement Assistance and Family Support Services (SAFSS) • Catholic Crosscultural Services (CCS) • The Society of Physiotherapist with Foreign Credentials (TSPFC)

### Funding and Support



Ministry of Citizenship and Immigration



Province of Ontario

City of Toronto

Friends and Supporters of KABABAYAN

**Kababayan means compatriot**