



Kababayan Multicultural Centre

Annual Report
2017–2018

Message from the Chairperson and Executive Director

We are all gathered here today for the Kababayan Multicultural Centre's 41st Annual General Meeting to review the accomplishments and challenges for the fiscal year 2017 to 2018. This fiscal year we served a total of 4,719 clients. The total services we provided were 8,509. We received a total revenue of \$463,870.00 provided for by the 3 levels of the government namely: the federal government IRCC, Immigration Refugee and Citizenship Canada, ESDC - New Horizons for Seniors Program and Canada Summer Job. From the Province of Ontario Ministry of Citizenship and Immigration and City of Toronto Community Support Partnership program. Through a joint program partnership, we received funding from KCWA Family Services that provided staff training on labour laws and immigration and with CATIE to provide clients training on educational sessions on HIV, AIDS, Hepatitis ABC. We also received funding from GREO Gambling Research Exchange Ontario to address Problem Gambling issues.

The revenue that we received was invested to provide settlement services for newcomers in Canada, programs for youth, women and seniors. The Youth Program provided educational and recreational services in the after-school program to students at 2 schools St. Patrick Catholic Secondary School and Northview Heights Secondary School. The Women Program provided educational sessions on leadership and women empowerment. In partnership with different organizations in Bathurst-Finch Hub, KMC and partner organizations organized a celebration of International Women's Day. Counselling services on women abuse were also provided. The Seniors Program provided a supportive environment to seniors by addressing elderly issues in loneliness, seniors abuse and isolation. These services were all provided in KMC's 2 office locations at Parkdale area and Bathurst-Finch Hub.

These programs and services were enriched and supported by our partner organizations. They were the Philippine Consulate General Office, the Philippine Overseas and Labour Office, Toronto Public Library-Parkdale Branch, Toronto Public Health, Parkdale Community and Legal Services, Parkdale Community Information Centre, Parkdale Intercultural Association, Parkdale Newcomers Service Providers Network, Care Centre for Internationally Educated Centre, Parkdale Community Economic Development, Alzheimer's Society of Toronto and CATIE. We are also member of 2 LIP organization Local Immigration Partnership in South and North. At Bathurst-Finch Hub our partners were CUIAS, JVS Toronto, Family Service of Toronto, North York community House, KCWA Family Service, Circle of Care, Downsview Legal Service and Unison Community Health Centre. We also provide educational experience to students on Social Service Course from York University, Centennial College and George Brown College. The After School Program was conducted in partnership with two schools namely : St Patrick Catholic Secondary School and Northview Heights Secondary School.

Last year, KMC celebrated its 40th Anniversary at Hilton Hotel in Toronto. It was a happy successful event. There were 252 guests, staff, Board of Directors who attended the event.

We are thankful for the year that past and we are looking forward to a fruitful year ahead of us. We greatly appreciate the efforts, dedication and commitment of the staff, Board of Directors, resource persons and volunteers who made possible the implementation of KMC services and programs.

Jelbert Real
CHAIRPERSON KMC



Flordeliz M.Dandal
EXECUTIVE DIRECTOR





8509
SERVICES

SUMMARY REPORT ON KMC SERVICES

In total KMC provided 8509 services comprised of 6562 Settlement Services, and 1456 Community Social Support Services and 491 special project for seniors (NHSP) for fiscal year 2017-2018.

SERVICES	IRCC	NSP	LSP
INITIAL NEEDS ASSESSMENT	414	569	143
REFERRAL	382	143	256
FORMS	216	14	420
FOLLOW-UP	172	41	5
INFORMATION/ ORIENTATION	1778	585	409
INTERPRETATION	8	1	82
TRANSLATION		1	
PARA-PROFESSIONAL COUNSELING	199	91	
EMPLOYMENT RELATED	514	109	
TOTAL	3683	1554	1325

CSP

1456

NHSP

491

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

THE NHSP SERVED CLIENTS WERE SENIOR, YOUTH AND ADULT ATTENDEES OF THE DIFFERENT WORKSHOPS, GROUP SESSIONS AND OTHER SUPPORT ACTIVITIES.

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 provides appropriate avenues to clients by referring to organizations that will best respond to clients specific needs.

SUPPORTIVE COUNSELLING SERVICES

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

EMPLOYMENT - RELATED SERVICES

KMC 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 AND 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

KMC, 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.

Settlement Services, Events, and Activities



COMPUTER PROGRAM



CPR AND FIRST AID TRAINING



ENGLISH DISCUSSIONS



MENTORING PROGRAM



FREE INCOME TAX CLINIC



YOUTH PROGRAM—INFORMATION SESSION ON POST-SECONDARY EDUCATION

Settlement Services, Events, and Activities



CAREGIVERS SUPPORT SESSION



KABABAYAN 40TH ANNIVERSARY AWARDEES



CANADIAN CITIZENSHIP CEREMONY ON CANADA DAY 150



CANADIAN CITIZENSHIP CEREMONY ON CANADA DAY 150



KABABAYAN 40TH CELEBRATION—RECOGNITION OF STAFF

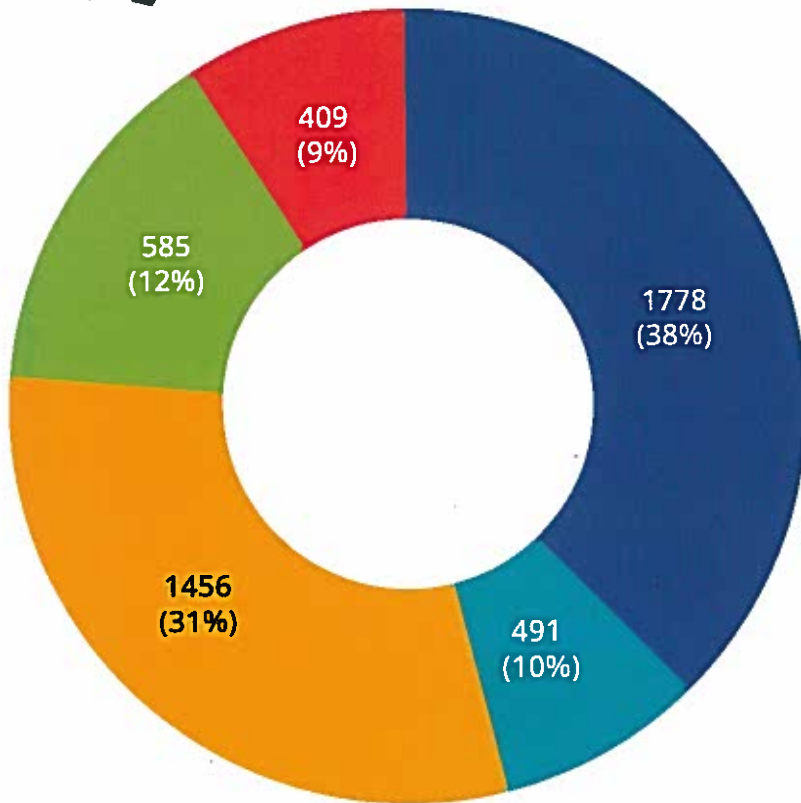


FESTIVE SEASON CELEBRATION



SUMMARY REPORT ON INDIVIDUAL CLIENT PROFILE

During the period, April 1, 2017 to March 31, 2018, Kababayan Multicultural Centre served a total of 4719 clients. The charts below show the number of clients per program and include their residency status, immigration category and client language.



- IRCC - IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA
- NSP - NEWCOMERS SETTLEMENT PROGRAM
- LSP - LIBRARY SETTLEMENT PARTNERSHIP
- CSP - COMMUNITY SOCIAL SUPPORT PROGRAM
- NHSP - NEW HORIZONS FOR SENIORS PROGRAM

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

THE NHSP SERVED CLIENTS WERE SENIOR, YOUTH AND ADULT ATTENDEES OF THE DIFFERENT WORKSHOPS, GROUP SESSIONS AND OTHER SUPPORT ACTIVITIES.

RESIDENCY STATUS

	IRCC	NSP	LSP	
0 - 1 YEAR	433	123	54	CSP
1 - 3 YEARS	494	125	117	1456
4 - 5 YEARS	413	109	92	NHSP
5 YEARS OVER	438	228	146	491

IMMIGRATION CATEGORY

	IRCC	NSP	LSP	
LIVE-IN CAREGIVER	654	120	38	
INDEPENDENT IMMIGRANT	1098	227	317	
FAMILY CLASS	23	139		
REFUGEE CLAIMANT		1	5	CSP
CONVENTION REFUGEE	3	2	22	1456
CANADIAN CITIZEN		85	20	NHSP
OTHERS		11	7	491

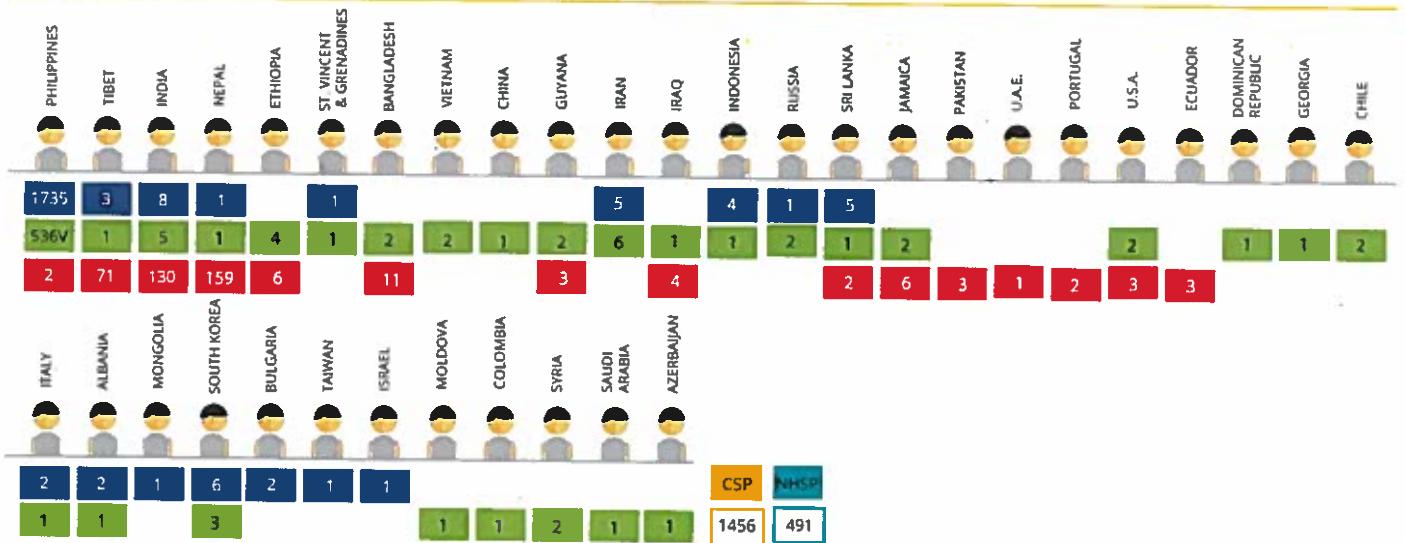
CLIENT VISIT TO KMC

NEW CLIENTS	RETURNING
699	1079
328	257
143	266
CSP	1456
NHSP	491

CLIENT AGE

	IRCC	NSP	LSP	
0 - 14	91	12	17	
15 - 24	187	72	40	CSP
25 - 44	968	307	233	1456
45 - 64	515	160	93	NHSP
65 OVER	17	34	26	491

CLIENT COUNTRY OF ORIGIN



THE TOP FIVE COUNTRY OF ORIGINS OF CLIENTS WERE AND PHILIPPINES (2272), NEPAL (162), INDIA (143), TIBET (75) AND BANGLADESH (13).



SUMMARY REPORT ON SETTLEMENT PROGRAM GROUP SESSIONS

NSP		22	449
Newcomers Settlement Program		SESSIONS	PARTICIPANTS
English Conversation Skills Discussion on Various Topics	6	87	
Computer Hands-on Training on Job Searching	7	103	
Importance of Volunteering	1	9	
Accessing Social And Community Services	1	17	
Information Session on KMC's Programs and Services to Nutrition Class for Moms	1	8	
Life's Skills Training—CPR Level C and Emergency First Aid	1	13	
Support Activity—Training in Safe Food Handling and Preparation	1	18	
Information Session on General Safety in the Community and at Work	1	24	
Managing Change and Transition: Dealing with Settlement Issues	1	86	
Information Dissemination/Consultation Meeting with Caregivers	1	29	
Free Income Tax Clinic	1	55	

During the period, April 1, 2017 to March 31, 2018, Kababayan Multicultural Centre provided a total of 86 group sessions. Of these, 56 sessions were conducted under the Immigration, Refugees and Citizenship Canada (IRCC), 22 sessions by the Newcomers Settlement Program (NSP) and 8 sessions by the Library Settlement Partnership (LSP).

Newcomers Settlement Program (NSP) and Library Settlement Partnership (LSP) Programs provided Settlement Services to all newcomers, citizens and refugees with no eligibility criteria. LSP is conducted in a Toronto Public Library - Parkdale branch. LSP is funded by IRCC and NSP is funded by Ministry of Citizenship and Immigration, Province of Ontario.

LSP		8	374
Library Settlement Partnership		SESSIONS	PARTICIPANT
Information and Orientation Sessions			
Self-Care	1	14	
Canadian Citizenship Application	1	11	
LSP Celebration—Parkdale Film Festival	1	28	
Newcomer Christmas Celebration	1	14	
Income Tax Preparation	1	10	
Citizenship Test Preparation	1	7	
Community Connection Events			
Citizenship Ceremony	1	40	
Festive Season Celebration	1	250	



CLIENTS' CHRISTMAS PARTY



SUMMARY REPORT ON SETTLEMENT PROGRAM GROUP SESSIONS

KMC provided high quality personalized client centered approach to settlement services. The sessions were geared towards providing newcomers with sense of direction and practical guidance in coping with the problems of everyday living and understanding life in Canada. Each session have different focus and benefits that equipped them with mechanisms to make settlement easier like accessing and navigating resources to support them in settlement activities ranging from housing, health concerns, school for children, transportation and recreational facilities, etc.

The Settlement Program is funded by the Federal Government - Immigration, Refugees and Citizenship Canada (IRCC), which provided services to Convention Refugees, Permanent Residents, and participants of Live-in-Caregiver Program (LCP)



COMPUTER HANDS ON TRAINING



NEWCOMERS ORIENTATION PROGRAM

IRCC

1012

56

Immigration, Refugees and Citizenship Canada

	SESSIONS	PARTICIPANTS
Effective Communication Skills	1	17
English Language Discussion and Conversation Skills	14	196
Computer Training on Job Search	14	252
Skill Enhancement—Assisting in the Medical Office Operations	1	32
Employable Skills Assessment and Development	1	17
S.M.A.R.T. Goal Setting	1	16
Business and Financial Management	1	15
Accessing Social Services	1	13
Effective Job Searching, Online Interactive Interviewing and Labour Market Information	1	8
Life Skills—CPR and First Aid	1	23
Managing Change and Transitions	1	20
Community Awareness: Outdoor Orientation for Immigrants and Caregivers Newcomer Families	1	37
Outdoor Orientation for Newcomers: Celebrating Canada's 150 Years	1	38
Food Handling and Safety Practices	1	25
Awareness on Sexual Violence within the Immigrant and Refugee Communities	1	37
Stress Management and Take Care of Oneself	1	24
Information Session on HIV and Hepatitis A, B, & C	2	29
Service Excellence and Customer Service Training	2	37
Developing Self-Awareness and Confidence	1	15
Career Self Marketing: Part 1—Resumé Writing	1	14
Career Self Marketing: Part 2—Job Interview	1	14
Newcomer's Orientation Seminar	1	64
Information Session on Philippine Social Security Session—Overseas Labour Program and Services	1	18
Importance of Group Mentoring Program	1	12
Career Self Marketing: Part 2 - Job Interview	1	18
Updates on Changes in Ontario Licensure for Nursing Profession	1	9
Importance of Volunteering	1	14
Income Tax Clinic	1	7



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SESSIONS

CSP SUMMARY REPORT ON GROUP SESSIONS

CSP			25	102
Community Social Support Program			SESSIONS	PARTICIPANTS
YOUTH				
Youth Regular Session: Sharing of the Experiences RE: Hawaii Conference	1	18		
Proudly Pinoy Youth Volunteers' Orientation 2 Schools	2	20		
Proudly Pinoy Youth Volunteers' Orientation Meeting	1	11		
Group Practice & Preparation for Proudly Pinoy	1	17		
Group Meeting—Final Briefing and Instructions 2 Schools	2	31		
Youth Leaders Meeting	1	21		
Proudly Pinoy Asian Heritage Month Inter-School Networking & Inter-Community Celebration	1	592		
Coffee Afternoon with the Youth Leaders Network	1	34		
Planning of Summer Activities NHSS	1	12		
Culminating Activity for the School Year 2017 NHSS	1	16		
School Year 2017-2018 Big Group Orientation NHSS	1	40		
School Year 2017-2017 Calendar Mapping NHSS	1	20		
Session on Personality Dimension Phase 1 NHSS	1	19		
Information Session on Hepatitis C and HIV	1	31		
Leaders Christmas Party Planning Meeting	1	21		
Youth Program Orientation SPSS	1	17		
Joint Christmas Celebration NHSS & SPSS	1	27		
Youth Session—Personality Dimension NHSS	1	17		
Youth Session—Personality Dimensions SPSS	1	8		
Youth Session—Qualities of a Good Leader NHSS	1	15		
Youth Session—Love of Self and Others NHSS	1	20		
Youth Session—Love & Relationships SPSS	1	13		

CSP			14	288
Community Social Support Program			SESSIONS	PARTICIPANTS
WOMEN				
KWN Officer's Meeting—Preparation for the 2nd Anniversary & Election of Officers	1	6		
KWN 2nd Year Anniversary Celebration and Election of Officers	1	20		
Educational & Geographic Tour of Canada's Historic Places—Support Activity to Caregivers, Immigrants and their Families	1	53		
KWN Officer's Meeting—Importance of Volunteering	1	9		
KWN Meeting—Discussion on Uniform and Logo to be on Uniform	1	15		
Support Activity—Guitar Lessons for Women	1	5		
Officer's Meeting—Discuss Proposed Presentation to AGM	1	4		
KWN Officer's Meeting—Concerns & Issues	1	5		
Information Session—Qualities of a Good Leader	1	7		
Joint Festive Celebration	1	56		
Joint International Women's Day Celebration KMC @ The HUB	1	53		
International Women's Day Celebration with Resource Speakers KMC Queen	1	20		
Information Session on Hep C and HIV	1	17		
Outdoor Support Activity for Women's Network and their Families—Canada Day Celebration	1	18		

CSP			7	148
Community Social Support Program			SESSIONS	PARTICIPANTS
SENIORS				
Information Sesion on Living Will	1	20		
Mother's & Father's Day Celebration	1	21		
Senior's Computer Tutoring	1	3		
Support Outdoor Activities—Buffalo Tour	1	48		
Senior's Network Attending AGM	1			
Brain Health Assessment Workshop	1	18		
Information Session on Alzheimer's Disease/Valentine's Day Celebration	1	38		



CSP SUMMARY REPORT ON GROUP SESSIONS

During the period, April 1, 2017 to March 31, 2018, Kababayan Multicultural Centre provided a total of 46 group sessions conducted under the Community Social Support Program (CSP) with a total of 1456 participants.

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.



SENIORS COMPUTER CLASS STUDENTS

YOUTH PROGRAM

Youth between the ages of 13-24 years old participated in the different activities conducted by KMC. The program aimed at empowering the youth to develop their personality and leadership skills particularly in Northview Heights Secondary School and St Patrick Catholic Secondary School.

WOMEN PROGRAM

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



YOUTH LEADERS MEETING



WOMENS' NETWORK INFORMATION SESSION



YOUTH PROGRAM—HIGH SCHOOL AND POST-SECONDARY STUDENT NETWORKING SESSION



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SESSIONS

NHSP NEW HORIZONS FOR SENIORS PROGRAM

The project enhanced the leadership knowledge and skills of seniors in Parkdale and Bathurst-Finch Hub area to enable them to actively volunteer in the community. The project facilitated discussions on aging in Canada through an exchange of experiences by seniors, youth, and adults. The seniors also learned computer lessons, which covered a broad array of general topics, including computer parts, to social media.



SENIORS TRIP TO NIAGARA FALLS



SENIORS COMPUTER CLASSES

NHSP		61	491
New Horizon's for Seniors Program		SESSIONS	PARTICIPANTS
Planning and Healthy Lifestyles	1	10	
Family Dynamics on the Value of Education	1	15	
Financial Wellness & Management	3	39	
Summer Outdoor Activity Parkdale Seniors Cherry Picking and Sightseeing in Niagara Falls	1	50	
Fall Outdoor Activity Bathurst-Finch Hub Seniors in collaboration with NYCH Apple Picking and Sightseeing in Niagara Falls	1	43	
Taste of Culture by Filipino, Tibet and Spanish and Multicultural group in Parkdale	2	39	
Communications and English Conversation	23	94	
Computer Lessons in Parkdale	19	153	
Computer Lessons in Bathurst-Finch	8	23	
Seniors and Youth Exchange of Experiences	1	15	
Mindfulness & Relaxation Exercise	1	10	



SENIORS TRIP TO NIAGARA FALLS

Clients Appreciation

I truly thank and appreciate Kababayan Multicultural Centre and grateful to the Counselor who gave me the opportunities to avail their programs and services including the English Class and Computer Training. It enhanced my knowledge and insights on the socio-cultural life and gave me more options in finding employment opportunities in Canada. My volunteer work is fruitful especially on mentoring program activities. I gained new skills, new experiences, new connections with people and most of all it gives me a sense of accomplishment and happiness in helping my fellow Kababayan like I used to do back home. I can say that my involvement in the programs of the Centre is uplifting and beneficial way more than any money I could have gotten from another work.

MARY JOSEPHINE MANUEL

First of all, I would like to express my deepest appreciation for the continued support and help my Settlement Counsellor had provided me, the dedication and attention, and the readiness to help with prompt response to my needs and questions when I come for help.

With all those help and patience, I'd managed to fill up the forms properly, gathered my documents and completed all my applications starting from my open permit, permanent residence, US visa and now currently doing my citizenship application. The help and assistance are very much appreciated and valued.

In addition to that, I am thankful that I'd refreshed my Computer skills and English-speaking skills and learned new ideas from the group sessions and trainings KMC had provided.

Lastly, thank you for giving me a home away from home, & helped me to connect and developed friendship with fellow Filipinos through the various activities, programs and trips and had given me the chance to volunteer and give back to the Centre.

SHARON RIVERA

I was truly grateful to the Kababayan Multicultural Centre for the assistance and guidance that my Settlement Counselor have afforded me starting when I was still a caregiver to getting my open permit and eventually my permanent residence status and being reunited with my only son.

My journey as a worker was not an easy one especially when I was having problems with my employer where police was involved due to false accusations and threats. There were periods where I have been struggling to get an employer and it was already close to not being able to complete the two years following my 4 year stay. It was a long and painful struggle but with the help of KMC, I managed to stay on top of things. So thanks a lot for the support not only to me but to my fellow caregivers and their families as well.

ELENA MARRON

Library Settlement Partnerships (LSP) Programs at Parkdale Library an integral part of my settlement process in Canada. It helped me when I needed help for PR card, helped me for Travel Document and helped me for Citizenship application. Recently, I have got my Canadian Passport and LSP Program helped me for that, too simply, LSP has helped me every time as I needed. Thank you LSP program at Parkdale Library.

SHEDUP YOUNTEN

KMC Board of
Directors and
Staff



BOARD OF DIRECTORS AND STAFF OF KABABAYAN MULTICULTURAL CENTRE



Kababayan Multicultural Centre

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Acknowledgements

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NEW HORIZONS FOR SENIORS PROGRAM

FRIENDS AND SUPPORTERS OF KABABAYAN

GRAPHIC DESIGN

Timothy Salinas



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



40th ANNIVERSARY



**Kababayan
Multicultural
Centre**