



ANNUAL REPORT

2023-2024



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PRESIDENT'S REPORT



Like every year, I am extremely proud of the effort our staff and board members have contributed to ensure another successful year at OCCSC.

Last year I noted that the two biggest priorities for the Board of Directors was the continued delivery of our five-year Strategic Plan, and our search for a new Executive Director for OCCSC. I am excited to announce that the Board has decided to bring in Queenie Huynh into the role of Executive Director effective October 9th. Queenie brings a multitude of skills and experience to the table, ranging from managing her own non-profit, to years of serving as an executive Federal Public Service. We have the utmost confidence in her abilities to elevate OCCSC in its service delivery to clients and our community.

I would like to extend a very special thanks to our acting Executive Director, Hassan Ezdahmad, for stepping into the ED role over the year from his Manager role within Settlement Services, we feel greatly appreciative of his willingness to take on the responsibilities of ED and all the hard work he has done for OCCSC.

On behalf of the board, it is an honour and privilege to be given the opportunity to continue to serve the community with an organization that has such a long history of dedication to immigrants, newcomers, and refugees. This coming year will be OCCSC's 50th anniversary and we are excited to engage with the community in celebrating this momentous occasion for our organization. We have so much planned for 2025 and beyond and are looking forward to rolling it out and engaging with you all.

To all of our staff, volunteers, and community members, I thank you for all of your contributions to our organization, and for making Ottawa a better city for new Canadians to call home.

Robert Parungao
Chair, OCCSC

Acting Executive Director's Report



Over the past year, the Ottawa Chinese Community Service Centre (OCCSC) has upheld its commitment to supporting immigrants and refugees in Ottawa, serving as a one-stop service centre for approximately 5,000 newcomer clients annually from over 100 countries. As Acting Executive Director, I am pleased to share the milestones achieved and outline the priorities guiding our work as we move forward.

Our organization remains deeply rooted in its legacy. Since 1975, when a group of dedicated volunteers established OCCSC to assist Chinese newcomers, we have grown to serve a broad range of immigrant and refugee communities, including Arabic-speaking Middle Eastern newcomers and Ukrainian refugees under the CUAET program. This inclusivity reflects OCCSC's commitment to unity and compassion, bringing together communities from diverse backgrounds.

With the support of all three levels of government—Federal, Ontario, and the City of Ottawa—OCCSC continues to provide essential settlement, language, and employment services to newcomers. This collaborative support has enabled us to meet the evolving needs of our clients and expand the resources available for their integration into Canadian society.

In recent months, we have expanded our community development program, strengthened our communications team, and broadened our online presence through our YouTube channel, social media platforms, and website. These foundational steps help us engage more effectively with our diverse client base and foster a stronger sense of community, which we will continue to build upon. Aligned with our mission of sustained support, OCCSC submitted a proposal to Immigration, Refugees and Citizenship Canada (IRCC) in January 2024 for a five-year funding cycle (2025-2030). This funding would help secure essential services and strengthen our efforts to support newcomers in their integration into Canadian society, fortifying our resilience and capacity to serve.

Our efforts align closely with OCCSC's strategic objectives, with a strong focus on investing in the agency's resilience and capacity. This includes initiatives to support human capital, as we recognize that our success hinges on the dedication of our staff and volunteers. We have taken initial steps to enhance overall compensation and adopt promising practices to ensure that all team members feel valued and empowered in their roles. This is an ongoing commitment, as we

Acting Executive Director's Report

aim to secure resources that will provide competitive rewards and a supportive environment for our staff, whose dedication drives our impact every day. Strengthening governance and ensuring operational transparency have also been key objectives. We have initiated steps to foster a more collaborative relationship with the Board of Directors, and we will continue building on this foundation to enhance structured, transparent processes. Our work on Standard Operating Procedures (SOPs) is well underway, establishing a framework we plan to develop further to support accountability and professionalism across the organization.

OCCSC has also taken initial steps as the lead organization for digital transformation within Local Agencies Serving Immigrants (LASI), advancing AI-driven and digital solutions for enhanced service delivery. The groundwork laid this year marks the beginning of a comprehensive digital transformation that we will continue to extend both internally and across LASI agencies.

This year, we are also profoundly grateful for the extraordinary contributions of Sharon Kan, who returned from retirement to support OCCSC through a pivotal period. Her guidance and dedication have been invaluable, and her retirement in December 2023 marked the conclusion of a distinguished career in service to our community. Sharon's contributions were recently honored by the City of Ottawa, which awarded her the Order of Ottawa in recognition of her outstanding community service. Her legacy will continue to inspire our work and serve as a foundation upon which OCCSC will build in the years ahead.

We also wish Queenie Huynh every success in her role as the upcoming Executive Director. Queenie brings a wealth of experience to the role, and we hope that she will lead OCCSC towards continued success in supporting our community.

My deepest gratitude goes to our dedicated volunteers, managers and staff, funders, LASI, and our community and business partners. Their collective efforts have made a profound difference in the lives of newcomers, helping us build a stronger, more inclusive, and prosperous community. Together, we will continue working toward a brighter future for newcomers, our community, and Canada.

Hassan Ezzahmad
Acting Executive Director, OCCSC

STRATEGIC PLAN : 2021 - 2025

戰略計劃

Ottawa Chinese Community Service Centre Strategic Plan 2021-2025



Mission

The Ottawa Chinese Community Service Centre is a non-profit, non-partisan, charitable organization that provides programs and services to advance the social, cultural and economic integration and participation of all newcomers, immigrants, refugees, as well as, people of Chinese heritage.

Values

The Ottawa Chinese Community Service Centre is committed to upholding the values of:

- Diversity, Equity, Inclusion & Belonging
- Respect & Professionalism
- Commitment to our community and partnerships

Strategic Directions



Service Excellence



Maintain & build our current services while adapting to changing client needs.

Build on our current services to provide additional supports to clients

Adapt services to changing client needs

Implement hybrid service delivery models

Maintain partnerships to ensure services meet client needs

Financial Resiliency

Ensure financial sustainability & diversified funding sources

Maintain IRCC funded contracts

Diversify our funding sources

Explore innovative funding strategies

Develop/enhance fundraising capacity

Communication & Brand Recognition



Build recognition to ensure we meet the needs of the community

Effective communication with our clients and community

Consistent brand messaging

Timely & effective internal communication

Increase our membership

Organizational Excellence



Ensure a sustainable infrastructure that supports organizational excellence to achieve our mission.

Implement HR policies & practices that meet the needs of our staff and attract & retain the talent we need


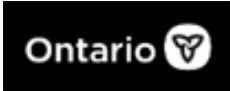

Ensure IT infrastructure that supports excellence in service delivery, data and efficiency

Ensure our governance evolves with the organization and our community

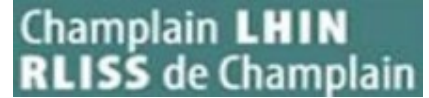
Settlement services help immigrants build new lives in Canada, integrate into their communities, and establish social connections in the country they call home. This aligns with the Ottawa Chinese Community Service Centre's (OCCSC) mission to "advance the social, cultural, and economic integration and participation of all newcomers, immigrants, refugees, and people of Chinese heritage."

OCCSC operated a hybrid service delivery model throughout the fiscal year, providing remote and in-person support. We continued to serve clients online via MS Teams, Zoom, email, phone, text messaging, WeChat, and WhatsApp, while also accommodating walk-in clients at our main office in downtown Ottawa and our satellite locations in Merivale, South Nepean and Kanata-Stittsville. This flexible approach allowed us to reach a wider audience and offer more services through virtual and in-person formats.

This report covered the fiscal year for both the federal and Ontario governments, from April 1, 2023, to March 31, 2024. It also includes the calendar year 2023, the fiscal year for the City of Ottawa. The three levels of government fund OCCSC's settlement services, which are classified as follows:

1. Canada My New Home Program, funded by:
The federal government, (IRCC) 
2. Newcomer Settlement Program (NSP), Support for Disadvantaged Racialized Communities, funded by:
Ontario Ministry of Children,
Community and Social Services 
4. Chinese Family Services, funded by:
Community Funding Program of the City of Ottawa (City) 

5. Mental Health Support for Chinese Community Program (MHP),
funded by: Champlain LHIN, partnership with
Somerset West Community Health Centre SWCHC



Unique Clients Served by Language and Funding Source

| Language | IRCC | NSP | City of Ottawa | Total |
|--------------------|-------------|------------|----------------|-------------|
| English | 365 | 51 | 111 | 527 |
| Chinese | 532 | 398 | 412 | 1342 |
| Arabic | 469 | 5 | 4 | 478 |
| Ukrainian | 522 | 0 | 9 | 531 |
| Others | 34 | 12 | 30 | 76 |
| Grand Total | 1922 | 466 | 566 | 2954 |

New and Returned Clients Served by Funding Source

| Clients | IRCC | NSP | City of Ottawa | Total |
|--------------------|--------------|------------|----------------|--------------|
| New Clients | 1,937 | 199 | 264 | 2,400 |
| Returned Clients | 1,143 | 267 | 302 | 1,712 |
| Grand Total | 3,080 | 466 | 566 | 4,112 |

Direct Services Breakdown (IRCC, NSP, & City)

| Service Type | Clients | Unique Clients | Group Sessions | Group Service Clients | Unique Group Clients |
|-----------------------------|---------------|----------------|----------------|-----------------------|----------------------|
| Needs Assessment & Referral | 2,462 | 2,225 | | | |
| Information & Orientation | 7,610 | 3,428 | 267 | 3,314 | 1,290 |
| Community Connections | 0 | 0 | 418 | 4,471 | 958 |
| Total | 10,072 | 5,653 | 685 | 7,785 | 2,248 |

1- Canada My New Home Program

The Ottawa Chinese Community Service Centre (OCCSC) entered a five-year contribution agreement with Immigration, Refugees, and Citizenship Canada (IRCC) in April 2020. Under this agreement, OCCSC provides needs assessments and referrals, information and orientation, and community connection services to Canadian permanent residents and eligible newcomers through the Canada My New Home program. These services are offered in individual and group settings, featuring various activities such as events, family workshops, conversation circles, parenting groups, youth programs, women's and senior groups, a homework club, career counselling, citizenship preparation classes, and more. OCCSC's settlement services are organized into three primary teams of settlement counsellors:

The first team, Mandarin and Cantonese speakers, primarily assist Chinese-speaking newcomers.

The second team is Arabic-speaking and supports Middle Eastern Arabic-speaking newcomers.

The third team speaks Ukrainian and Russian, primarily serving Ukrainian refugees under the CUAET program.

These teams also serve all eligible newcomers from other countries.

We expanded our in-person interactions throughout the fiscal year at our central office and satellite locations in Merivale, South Nepean, and Kanata-Stittsville to better accommodate client needs. Staff worked from the office two to three days a week and remotely for the remainder, ensuring flexible and accessible service delivery.

The number of unique clients obtained at least one settlement service in the fiscal year 2023-2024 is 4,177. The figures below show the demographic characteristics of clients served under the IRCC settlement program, Canada My New Home.

1) Needs Assessment

This service evaluates clients' needs and strengths, creating a personalized plan to support their settlement and integration journey. Settlement counsellors conduct assessments using solution-oriented methods and provide referrals to other governmental or non-governmental organizations as needed.

2) Information and Orientation Sessions (One-on-One/Group)

These sessions equip newcomers with essential information on various topics, including:

- Historical and cultural awareness
- Canadian laws and regulations
- Citizenship exam preparation
- Benefits and services available at the federal, provincial/territorial, or municipal levels
- Application processes for various services

3) Community Connection

This fosters a strong sense of belonging among newcomers and promotes positive relationships with residents by:

- Connecting them with community service centers
- Organizing field trips to local facilities such as libraries, museums, farms, and parliament
- Offering volunteering opportunities
- Initiating focus groups and language practice circles
- Supporting seniors and youth through cross-generational activities

Community Development Project

During this fiscal year, the community development team continued our Virtual Homework Club, Youth Leadership Project and Volunteer program, expanded the senior programs and our collaboration with community partners. These programs enable us to work with newcomers of different age groups, offering training, mentorship and advice, providing support systems, resources, and volunteer opportunities, and helping them build social connections and overcome isolation. By addressing both practical and emotional aspects of transitioning to a new life, our community development projects empowered newcomers to become self-sufficient, helped bridge cultural differences, encouraged mutual understanding, and built a sense of belonging.

Virtual Homework Club:

The Homework Club provides a safe and supportive environment for newcomer students to break down language barriers, fill learning gaps, and build confidence. The ongoing project also provides opportunities for newcomer youths to regularly participate with the same group, in which they can build positive relationships with their peers and other Canadian residents. The volunteer tutors meet their students (grade 7-11) in a Zoom meeting 1.5 hours per week. Most of the students and tutors meet every Tuesday evening. Some meet on other days depending on their availability. Three OCCSC staff members facilitated the meetings. One volunteer assisted with administration and technical support. From April 1st, 2023, to March 31st, 2024, we had 40 students and 25 tutors in the Homework Club. The subjects they mainly worked on were English, French, Maths, Science, Physics. Tutors and students were carefully matched then divided into smaller groups. The ratios ranged from 1:1 to 1:3.

- 1st Cohort: 2023 October to December
- 2nd Cohort: 2024 January to March
- Session topics and activities include:
 - o Team building
 - o Leadership and Advocacy
 - o Mental Health
 - o Communication Skills
 - o Multicultural Competence
 - o Plan for Future
 - o Youth Employment
 - o Event Planning and Fundraising
 - o Balancing personal and professional goals
 - o Community Projects, and
 - o Field trips



- Information workshops
 - o Skating workshop
 - o Library Info Session and Tour (collaborated with the City of Ottawa Project)

- Senior programs:

We provided two locations for multiple senior groups' weekly activities: Wednesdays at South Nepean Community Health Centre (4100 Strandherd Dr.) and Sundays at Inverness Park Community Building (76 Inverness Ave.) The seniors enjoyed a variety of cultural and recreational activities every week. We also hosted technical workshops, health screening and education workshops, and holiday celebrations, such as Christmas Party and Spring Festival celebrations, and provided them with settlement services at these sites. The senior programs built strong community connections and greatly supported the seniors' physical and mental health.

Collaboration with Community Partners

- ACCT Foundation: 2023 Chinese Canadians Leaders' Summit (June 2023)

Organized members of the Chinese community to attend the Viewing Party, recruited volunteers and facilitated the Summit's events.

- RBC: Three workshops [Bank account, Mortgage and Investment
The workshops introduced the Canadian Bank system and services and shared information on saving accounts, the mortgage process, potential investment plans, etc.

- Chinatown Business Improvement Area and Ottawa Chinese Musicians Association: Six Chinatown Vibes concerts

The concerts brought multicultural music performances to communities across the capital region, while simultaneously spotlighting the rich Chinese/Asian cultural heritages.

- **Ottawa BlackJacks: Two Basketball Clinics (July 17, 25)**
This event targeted newcomer youths with limited access to sports activities and needing support fully integrating into their new community. The 1.5-hour clinics provided them with the opportunity to learn basketball skills from professional players. 35 newcomer youths from the Chinese, Ukrainian, and Arabic-speaking communities participated in the clinics.



- **Tourism HR Canada: The Propel Student Work Placement Program info sessions**
The info sessions aimed to introduce the Propel Program and connect newcomer business owners with students who are permanent residents or citizens and are studying in post-secondary institutions. The program offers post-secondary students the opportunities to develop the work-ready skills required to secure meaningful employment upon graduation. It allows qualifying employers to apply for a wage subsidy for each qualifying student hired through the program.

- Vaccine Challenge Project:

OCCSC's collaborations with community partners expanded awareness of discrimination and exclusion, supported newcomers' financial security, promoted healthy lifestyles and enhanced cultural exchange and mutual understanding. These events enriched the overall experience of the newcomer participants, advanced inclusion and integration, and fostered a sense of community.

Your Organization, **OTTAWA CHINESE COMMUNITY SERVICE CENTRE**, has been selected as the grand prize winner of the Vaccine Community Innovation Challenge (VCIC) – Round 2. Based on the review of your project Final Report and Virtual Presentation, it was determined that your project demonstrated the best attainment of the challenge objectives. Therefore, upon signature of this Grant Agreement, you will be approved for a grant in the amount of **FIFTY THOUSAND** dollars (**\$50,000**) to reinvest in the protection and promotion of public health of your community, in alignment with the spirit of your VCIC Round 2 Project.

Before this approval can be finalized, both parties must sign this Grant Agreement, which outlines our respective obligations as well as the conditions under which a payment will be made. This Grant Agreement is an agreement between **His Majesty the King in right of Canada, as represented by the Minister of Health** ("Canada") and, **OTTAWA CHINESE COMMUNITY SERVICE CENTRE** (the "Recipient"). By entering into this Grant Agreement, the Recipient agrees to comply with the terms and conditions outlined below.

- Project collaboration with Academic Institution

Collaborating with an academic institution can bring numerous benefits to both organizations and enhance the quality of projects or initiatives, especially in areas like research, community outreach, innovation, and professional development

a- University of Ottawa: Department of Communication: OCCSC collaborated with Venture Initiative, a course designed to translate theories and concepts studied into applicable daily practices to assess social conditions and power relations. The collaboration supports the creation of social innovation projects and facilitates partnerships between community organizations and humanitarian causes, enriches the knowledge perspective of a theory course, and engages the students in appreciating their contribution to the community based on well-rounded knowledge.

b- Mentoring Students: Mentorship objectives focus on fostering personal growth, professional development, and emotional resilience for students, as well as benefit the organization from new trends, skills and connections in areas that could influence and improve the work and productivity of the organization. Four students have been mentored over 4 months, from two different programs and academic institution, Carleton university, Conflict and immigration study, and College Universale, social worker program. Mentoring introduces students to professionals working in NGOs, es

Volunteering Program, VP

207 volunteers worked 5473 hours and contributed to the Homework Club, Youth Leadership Project, senior programs, and various community events and workshops. We had volunteer guest speakers from different professional fields. Volunteers also helped with administration, graphic design, photography, videography, organizing events, technical support, field trips and more. Their contribution was vital to helping us achieve our mission of building a strong community.

- **2023 OCCSC Volunteer Appreciation Party**

The Volunteer Appreciation Party was held in July. Newcomer families who participated in OCCSC projects and the volunteers who helped the families were invited to gather at Vincent Massy Park. About 200 people participated in the party. Volunteers worked in the OCCSC Outreach Ambassadors' Group, Homework Club, Youth Leadership project, senior programs, Women IT Teleworkers (WITT) project, Cricut the Sign of Success project, ACCT Leaders' Summit, and other activities and workshops. The Community Development team organized the party, which included two summer job students with the help of seven volunteers.

Settlement Services for Middle Eastern Newcomers, SSMN

Settlement Services for Middle Eastern Newcomers, SSMN is a settlement project developed by the OCCSC to provide various settlement services to Ottawa's Arabic-speaking newcomer population. provides services at the OCCSC main office and two satellite locations in the Nepean and Kanata-Stittsville. Arabic-speaking settlement counsellors provide needs assessment and referral services and ongoing settlement counselling, referral, and social integration issues affecting Middle Eastern newcomers' day-to-day lives. Citizenship classes, employment, digital literacy, income, education, housing, health, financing, transportation, communication, media, information sources, rights, freedom, law, and justice are available in-person and remotely. We provide cultural, social, and recreational activities, volunteering and field trip events, conversation circles, women, seniors, and youth support activities.

SSMN offers regular weekly and biweekly activities:

- **Women Empowerment:** Address the specific needs of women within the Middle Eastern newcomer community.
- **English conversation sessions:** A weekly online interactive session with Arab women who want to practice their English language. A Canadian volunteer conducted the sessions, which a settlement counsellor facilitated.
- **Women Focus Group:** Create safe spaces for women to discuss issues and access resources in a culturally sensitive manner. A biweekly session will give women newcomers the space to talk, discuss their fears and ambitions, and support them in their journey toward positive integration and settlement.

- **Art Therapy for Women:** Provided a safe and creative outlet to express emotions, cope with trauma, and improve physical and mental well-being. Art Therapy for Women's objectives are to support emotional healing, foster personal growth, and promote empowerment. Weekly sessions range from strengthening exercises to Cricut maker, Crochet, and beauty sessions.
- **Citizenship Exam Preparation**
A weekly session will be held to prepare the newcomers for their citizenship exam through thorough explanation and test practice. It will also include an information session on applying for citizenship and a demonstration of how to conduct the exam online.
- **Kids Upfront**
Intercultural engagement for newcomers to Canadian culture via collaboration with an organization that provides tickets to families and youth to participate in Canadian cultural activities. 152 tickets to various sports activities and five museum passes were distributed.

Settlement Services for Ukrainian Newcomers, SUN

Settlement Services for Ukrainian Newcomers, SUN, is an OCCSC settlement initiative launched in response to the Canada-Ukraine Authorization for Emergency Travel (CUAET) offered by the Government of Canada in spring 2022 to support Ukrainians fleeing the war. It provides Ukrainians and their family members with free, extended temporary status to study and stay in Canada. OCCSC assembled a team of settlement counsellors who spoke Ukrainian and Russian to provide various settlement services to Ukrainian newcomers. Ukrainian clients demand temporary accommodation, education, banking, healthcare facilities, and finding jobs and employment.

Our organization's first focus was settlement, mental health support, language instruction, and job guidance. Clients were referred internally to the agency's language and employment services, which included language training and support services on job search tactics. A volunteer professional career counsellor was recruited to work alongside the settlement counsellors to facilitate interviews and resume workshops. These sessions gave excellent advice on Canadian workplace standards, interview skills, and resume writing geared to the Canadian job market. Most of them could find work. We served approximately 100 Ukrainian clients monthly, providing them with needs assessment, information and orientation, and community connections through individual and group activities. We found them temporary housing, distributed City of Ottawa bus passes, registered their children in the Healthy Smile program, connected them with food and furniture banks and snow clothing programs, and referred them to all other available settlement services both internally and externally, particularly those provided by other LASI agencies.

Barrhaven Seniors Program Barrhaven

We used several ways to help older Chinese newcomers learn and make decisions about their lives in Canada. Community Engagement: Host social gatherings to promote networking. Cultural Sensitivity: Customize services for newcomer elders' needs and cultures. Help navigate the healthcare system and find culturally sensitive care. Help with housing, social services, and finances. Guide on legal rights, financial literacy, and elder abuse avoidance. Partner with community groups and service providers for comprehensive support. These strategies helped newcomer seniors integrate and make educated decisions in Canada.

Chinese immigrants are increasing in Ottawa suburbs Barrhaven and Kanata. For enhanced client service, three Mandarin-speaking personnel worked in these two regions in a rotation basis each week. Our settlement staff and clients used charitable community groups' facilities for free. The South Nepean Community Health Centre in Barrhaven and the Western Ottawa Community Resource Centre WOCRC in Kanata were examples. Over the past year, Chinese senior volunteers have been a major beneficial force in the community. Senior volunteers are always busy, inviting more peers to join in on festivities like "Healthy & Happy Chinese New Year" and tours to retirement homes and health-related groups, and teaching them new skills like computer, iPad, and App use.

Parenting and Childcare Services for Newcomer Children

In-person workshops and activities have been resumed this year after the COVID-19 lockdown and restriction measures were lifted. This encouraged newcomers with young children to access our workshops and events, especially tailored to seniors and parenting activities. In this fiscal year, we served a total of 125 children who benefited from our childcare services.

Legal Aid referral

Legal Aid Ontario has designated OCCSC as a referring agency for the Family Violence Authorization Program. Domestic abuse survivors in Ontario who require immediate advice and help with respect to family law, immigration law, and refugee law are eligible to participate in this program, which offers free legal consultation for a period of two hours. There is no requirement regarding one's financial eligibility. People who are victims of domestic violence are eligible for a total of two hours of authorizations per year, with one permission granted for each legal issue they face.

We encourage customers who require this service to get in touch with us. After undergoing a speedy preliminary evaluation by one of our designated workers, customers will be given a referral voucher that will provide them to two hours of free legal consultation from an attorney of their choosing. This service can only be provided by attorneys who have prior expertise working with domestic violence cases.

WeChat

The OCCSC took advantage of this massive social media platform after launching its official WeChat account in the previous fiscal year. It provided the most recent community news, service notifications, details on local resources, and announcements regarding the OCCSC's events and workshops.

Fees for Services

Over the years, our organization has primarily responded to help requests from Ottawa's Chinese population. However, in recent years, we have expanded our services to all newcomers, focusing on the Chinese and Arabic communities. Additionally, we have introduced a new program to support the Ukrainian community in Ottawa.

We have introduced a minimal service charge to address requests for assistance that fall outside the scope of our funded programs. Many of these requests include filing personal income tax returns, applying for family sponsorship, citizenship, and permanent residency, renewing permanent resident cards, applying for Old Age Security, Canadian passports, visas for international travel, and more.

While general instructions, information, and orientation related to these requests remain free under our funded programs, fees apply for complete assistance with tasks not covered by our mandate.

We also have a staff member qualified to act as a notary public in Ontario who can witness affidavits, administer oaths, and authenticate official documents that are copies of the originals. A small fee applies to these services as well.

Our staff and volunteers provide all fee-based services on a voluntary basis outside of regular business hours.

2. Newcomer Settlement Program or NSP

The Ontario Ministry of Children, Community, and Social Services Support for Disadvantaged Racialized Communities Program funds NSP. The program aimed to assist newcomers to Canada in settlement and learning English.

NSP services all statuses. Permanent residents, naturalized Canadians, refugees, international students, temporary foreign workers, and Provincial Nominee Program recipients are all eligible.

We continued to assist Ontario clients. If required, services were provided in Cantonese, Mandarin and English. Our clients' requirements differ depending on their age, education, gender, occupation, and personality. We primarily target the Chinese clientele.

Because of language and life skills deficits, our NSP program assists many residents in overcoming daily problems. NSP was able to provide service in-person and via Teams, Zoom, WeChat, text messaging, and phone conversations, resulting in a range of virtual workshops and in-person events and activities. We provide one-on-one assistance with housing,

financial assistance, mental health, interpersonal relationships, legal information, social community, languages, health, and employment, among other things. Our clients like our program so much that they recommend it to their friends. Our NSP worker established a culture-focused group to assist members in developing a support network. Single seniors are increasingly receiving substantial family help.

Total # of Unique Clients who received a group or direct service: **446**

Unique Individuals

| | | |
|------------------------|-----|--------|
| New clients Seen | 199 | 42.7 % |
| Returning clients Seen | 267 | 57.3 % |

Families

| | | |
|--------------------|----|--------|
| New Families | 52 | 36.1 % |
| Returning Families | 92 | 63.9 % |

Direct Services

| | | |
|-------------------------------|-------------|----------------|
| Needs Assessment and Referral | 257 | Clients |
| Information & Orientation | 1000 | Clients |
| Total | 1257 | Clients |

Group Activities

| | | |
|--|------------|----------------|
| Information and Orientation Group Activity | 103 | Clients |
| Community Connections Group Activity | 8 | Clients |
| Total | 111 | Clients |

| | | |
|--|-------------|-----------------|
| Information & Orientation Group Activities | 5 | Sessions |
| Community Connections Group Activities | 1 | Sessions |
| Employment Group Activities | 3 | Sessions |
| Total Direct Service (General) Sessions | 1257 | Services |



<https://www.youtube.com/watch?v=n1BCVaYJHqk>

3. Chinese Family Service Program:

This service is funded solely by the Ottawa Community Funding Program by the City of Ottawa. It was intended to provide general counselling to low-income Chinese families and individuals facing marital difficulties, family violence, sponsorship failure, problem gambling, and mental health issues.

In Ottawa and Ontario, Chinese seniors without dependents use the service, but more working and student visa holders are applying for it. Our program provided online seminars on a variety of topics and emotional support to clients with health or mental problems. Those who did not qualify need more treatment. This program is increasingly used by Chinese elderly who live alone. Applicants for social housing, Old Age Security Pensions, and Canada Pension Plans receive help from our counsellor. Our part-time social worker helps disadvantaged Chinese elders with complicated issues like broken sponsorship and elder mental health.

We helped Ottawa's vulnerable Chinese elderly emotionally, case management, senior caregivers, and practically. Community connections with seniors from diverse cultures, case management for health difficulties with healthcare providers, discussion groups on seniors' issues including housing, and recruitment of senior volunteers to display Chinese cultures through music, performances and art and craft activities.

This year we shared our feedback regarding the Community Funding Evaluation Framework (CFEF) - the evaluation was validated and finalized through the engagement sessions in 2023.



Total # of Unique Clients who received a group or direct service:
422 Unique Individuals

| | | |
|------------------------|-----|--------|
| New clients Seen | 264 | 46.6 % |
| Returning clients Seen | 302 | 53.4 % |

Families

| | | |
|--------------------|-----|--------|
| New Families | 87 | 46.5 % |
| Returning Families | 100 | 53.5 % |

Direct Services

| | | |
|---------------------------------------|------|----------|
| Needs Assessment and Referral | 67 | Clients |
| Information and Orientation | 1207 | Clients |
| Group Activities | 95 | Sessions |
| Information and Orientation | 350 | Clients |
| Community Connections | 727 | Clients |
| Total Direct Service (General) | 1205 | Clients |

4. Mental Health Support for Chinese Community

The Champlain Local Health Integration Networks (LHIN) funds this program. The OCCSC entered a partnership with the Somerset West Community Health Centre (SWCHC), which is one of Ottawa's thirteen community health and resource centres. The SWCHC is home to specific programs that are designed to meet the requirements of the many cultural groups who live within its catchment area. The OCCSC is currently working on two different programs, both of which entail collaborating with other community organizations. This is our 3rd year since we started this partnership in this program.

The Chinese population in the Champlain region was served by the OCCSC's Mental Health Social Worker through one-on-one counselling, therapeutic groups, and psycho-educational workshops. These services were offered by the OCCSC. The intake evaluation, referral services, and mental health related groups and courses were all given by the mental health social worker at the OCCSC.

Clients' testimonials

My name is Bill Lai, and I joined OCCSC as a homework club tutor in the fall of 2022. I initially volunteered for the homework club as a way to join the community here in Ottawa, as I had just recently moved to the city from Alberta. Over the last year and a half, my time volunteering with OCCSC has become a constant in my life as well as the highlight of every week. I very much enjoy tutoring the two students during my time, and it's been a pleasure to watch them learn and grow throughout the year. While challenging at first, I have received excellent support from my fellow volunteers and organizers, who have done wonders to make me feel welcomed in the tight-knit community. I've also acted twice as a guest speaker as part of the Youth Leadership Project, and the opportunity to share my life-experience in my unique career path with the audience had been rewarding. While I may not classify as a youth anymore, I would highly recommend youth participation in OCCSC's projects as initiative, either as a volunteer or a student. I can promise they will not regret the experience, I certainly haven't!

Capt/Capt Bill Lai

我是JUI NUNG HO, 我对渥太华华人社区服务中心的服务非常之满意。特别是Melody Wai 家庭辅导员, 她对每件事情都认真仔细和有耐心解释清楚, 而有同理心同情心负责地完成整件事情。很是多谢。2023年4月25日。

In 2023, my child and I moved to Ottawa, and everything felt unfamiliar, and many things didn't know where to start. When we needed help the most, a friend recommended the Chinese Service Center (OCCSC) to me. The staff here were very welcoming, greeted and served us with great love and patience, and helped us solve many problems in life. The programs they offer are exactly what we new immigrants need. First, I enrolled my child in the Youth Leadership Project. The program allowed her to learn teamwork, communication skills, and leadership skills that you wouldn't have been able to gain in a school classroom. She gradually built up her self-confidence and made many new friends. Later, she joined the Homework Club. It was a very welcoming study group where she received academic support and help, and in this relaxed, friendly atmosphere, she not only consolidated her knowledge but also learned to live in harmony with others. Her self-confidence developed and she obtained more study skills. These OCCSC projects mean a lot to us, they not only make us feel the warmth of the city but also give us a sense of belonging here. We are grateful to the OCCSC staff and I would not hesitate to recommend other parents to participate in OCCSC's programs as well. I believe that in our future life, we will also need help from OCCSC, and we hope that the center will get better and better and solve the difficulties of more new immigrants like us.

After I arrived in Canada the happiest thing was finding OCCSC where we felt deep warmth. My son Andy was very fortunate to participate in the Youth Leadership Project. In this project, he not only learned professional knowledge about cross-cultural communication, leadership and advocacy, Youth employment, the wheel of life, and so on, but also exercised his English listening, speaking, reading and writing skills. Andy absolutely loved the

Youth Leadership Project so he looked forward to each class every week. And he tried to use the knowledge learned from the Youth Leadership Project in his life. During this process, he found the knowledge was very useful and helpful. Now he is looking forward to participating in the next project.

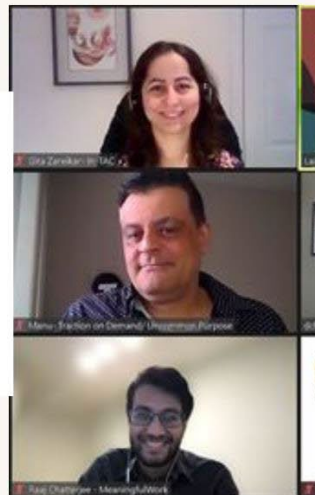
Appreciate you for such a wonderful project. Thank you for your hard work. Tracy (Andy's mom)

After having 2 appointments with Valeriia in Ottawa Chinese Community Service Centre, I can assess the results as positive. I received comprehensive answers to all my questions. It was clear that Valeriia genuinely tries to provide as much information as possible and simplify the first days of staying in Canada. All the information provided has been helpful at the moment, and I believe it will be useful in the future. I would, without a doubt, recommend newcomers to have a meeting with Valeriia.

Andrey Kvyatkovsky

Thank you sooooo much for the tickets. Our family really needed this opportunity to get some positive emotions. We don't really have money or time to attend the games, cause we work all the time. So this game was a big present for my sons. Every Ukrainian family has its own story and its great they we can have such a big support. We love to learn new things about Canada.

EMPLOYMENT SERVICES



EMPOWERING EMPLOYERS FOR THE FUTURE OF WORK

Social awareness Self-management

COMMUNICATION COLLABORATION ADAPTABILITY

VANCOUVER **SKILLS FOR SUCCESS** READING
 CALGARY WRITING
 OTTAWA DIGITAL

INNOVATION PROBLEM SOLVING CREATIVITY

Self-awareness Relationship-management

EMPLOYMENT SERVICES

The 2023-2024

The Employment Services Department has successfully met and exceeded all set targets for the reporting period. Notably, a new business partnership was established with WCG, which enabled us to provide training services to 23 offices across Ontario. This collaboration highlights our expanding presence and impact in the employment services sector.

Additionally, we have applied for two Call for Proposals, and the results are pending. These applications align with our strategic goals to further diversify our service offerings and secure new funding opportunities.

Looking ahead, the department is enthusiastic about continued growth and is actively exploring new fee-for-service business opportunities in the coming year. Our focus remains on building strong partnerships, expanding our reach, and delivering exceptional service.

Our Action plan is in place that will serve as a comprehensive strategy for Employment Services that will enable us to grow our department, expand our services that will not only benefit our organization, but is essential for helping immigrants and newcomers successfully integrate into the workforce in their new country.

Some of our primary goals and objectives for Employment Services for 2024-2025 includes:

Assisting immigrants and newcomers in securing meaningful employment.

Continue researching new Call for Proposals and applying for same

Enhance connections with local employers and industry partners.

Strengthen awareness and utilization of our services among the target population.

Utilize social media, community events, and local media for outreach

Identifying potential risks and challenges and develop mitigation strategies.

Define how progress will be monitored and reported, including regular updates to the organization's leadership and stakeholders.

Juliette Smith

Program - Lighthouse Labs Boost initiative partnership



Lighthouse Labs is partnering with OCCSC to solve soft skills barriers to employment experienced by various equity-deserving groups across Canada. This collaborative effort, known as the BOOST project, aims to impact 1,000 eligible Canadians by offering comprehensive soft skills training programs to enhance their employability. Together, we will work to ensure that 500 participants graduate from these programs. The soft skill training is delivered by two expert facilitators on the following topics.

1. Breaking barriers and speaking up Workplace
 2. Enhancing workplace relationships with Emotional Intelligence
 3. Conflict Resolution: Mastering the Art of Negotiating and Salary Discussion
 4. Presentation with Impact
- Goal to reach 500 attendees
 - 505 participants trained
 - All students receive a certificate or badge upon successful completion
505 certificates issued.

Project ended March 31, 2024.

Feedback from our participants

- 1) *Salary Negotiation simplified via brilliant video and lucid presentation. Thank you, Gwen!*
- 2) I learnt how to negotiate for a salary without sounding demanding. This was helpful.
- 3) *I had only heard about Emotional Intelligence. With today's test, I learned where I can improve. Thank you, Gwen, for patiently answering my questions.*
- 4) *I attended four courses with Gwen, all of which are beautiful. The presentation with Impact with Mary was the best. It told me to be confident of my accent. I will now speak slowly and clearly.*
- 5) *I learned to be a collaborative team member in a Canadian workspace. Thank you, facilitator, for answering my questions. Many barriers are solved in this class.*

Program - Job Search Workshop (JSW)



Intake, Assessment and Referral: 105

Employment Counselling sessions at 298 with 171 unique clients 67 (40%) found new employment

EMPLOYMENT SERVICES

JSW workshop sessions 6 workshops- 120Clients

1. JSW workshops and A-la-Cart sessions:

- 6 JSW WORKSOPS (120 CLIENTS)
- 3 A LA CART (44 CLEINTS)
- FROM ALL 164 CLIENTS 43 (26%) found new employment

Program - Fee for Service Soft Skills Training



Launched in 2018, the Empower Newcomer Women to Employment (ENW) Program at World Skills Employment Centre was part of a National Research Project named "Career Pathways for Visible Minority Newcomer Women", a pan-Canadian research project run under Social Research and Demonstration Corporation - SRDC's management. Currently, ENW program is funded by Immigration, Refugees and Citizenship Canada (IRCC) and delivered in Ottawa by World Skills Employment Centre. It aims to address the barriers racialized visible minority newcomer women face while seeking employment and to help highly skilled newcomer women gain employment commensurate with their education and experience. The Program is delivered by World Skills and collaborates with the Immigrant Women Services Ottawa to reach out to racialized, visible minority newcomer women. IWSO offers information and orientation sessions to candidates and program outreach within the community.

Ottawa Chinese Community Service Centre (OCCSC) is contracted in 2023 to deliver the following:

- Deliver the 5-hour Communication Workshop, “Be Heard by Canadian Employers: Communicate and engage effectively” aligned with the Skills for Success Framework (once per month) . OCCSC got an extended contract up to March of 2025

Feedback from Clients

We learned a lot. It was good to know that your accent doesn't matter if you can put the accent on the words where it's supposed to be and convey the message. We definitely want more from the two speakers.

It was so relatable because as a newcomer we go through lack of confidence while speaking a language we know just because our accent is different. I want to thank you for bringing this topic and these wonderful speakers to us which means you really understand our struggles. I learned some valuable tips to speak clearly and on where to put stress in my sentences to enhance speech clarity. Thank you so much.

Launch of new Soft Skills Training Program for the Settlement Industry- February 2024.



From Outreach to Impact: Empowering Career Counsellors and Job Developers for Success

About our Training

Career Counsellors/ Job Developers need the right Soft Skills training to effectively connect job seekers with employers, navigate the complexities of the job market, and contribute positively to their communities' workforce development efforts. The skills and knowledge gained through a combination of interactive workshops, role-playing exercises, case studies, group discussions, and practical assignments will empower them to make meaningful and lasting impacts on the lives of individuals seeking employment and the success of local businesses and organizations.



Collaboration with WCG Consultant Limited and Ottawa Chinese Community Service Centre

Developed comprehensive Soft Skills Training Program tailored to Career Counsellors/Job Developers in Ottawa and Eastern Ontario (23 Sites)

EMPLOYMENT SERVICES

Training Plan: Delivered training on:

1. Successful Outreach to Employers
2. Sharing Clients Accomplishments
3. Navigating Employer Bias

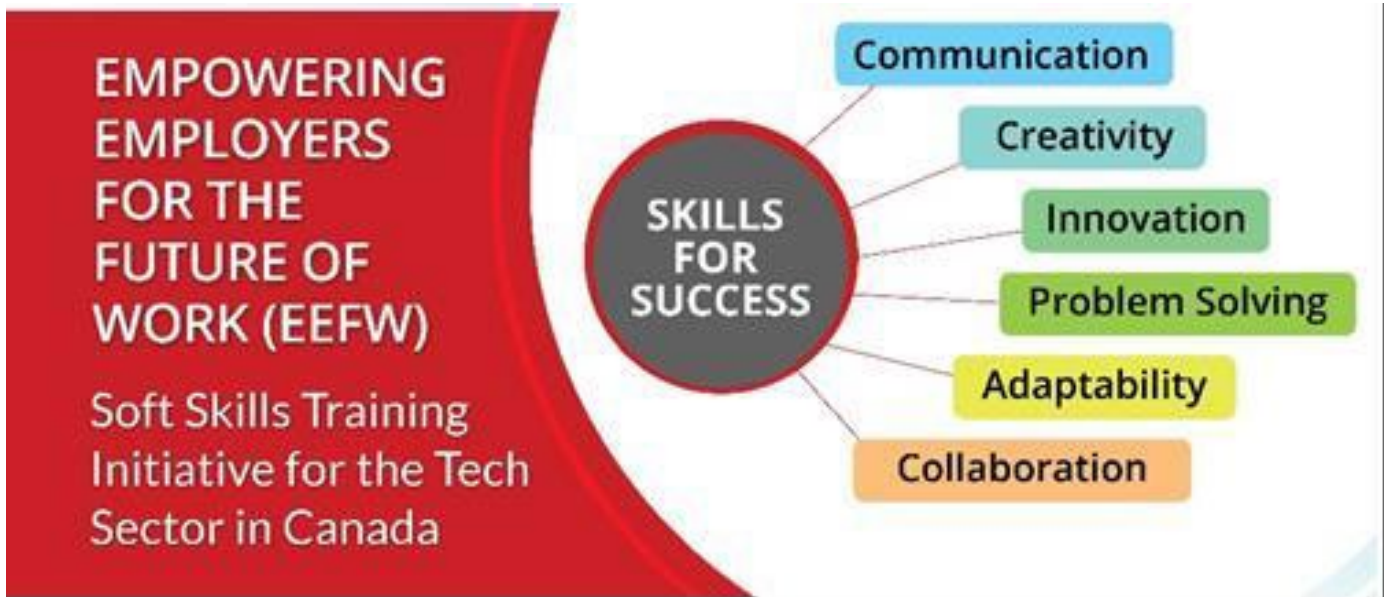
Testimonial

Great session today! It was high engagement from the group.

Director Operations, Employment Ontario

ESDC

Empowering Employers for the future of Work



Empowering Employers for the future of Work (EEFW) is a research project aimed at developing a soft skills training resource for IT employers across Canada.

As organizations look to strengthen diversity, equity and inclusion within their teams, having strong soft skills in the workplace are now ‘must haves’ rather than ‘nice to haves’ for continuous team success.

Our Goal: to create a para-public soft skills training resource that ESDC can share with the sector to improve productivity, retention, and well-being of staff.

The future of work is headed in a direction where soft skills are becoming more important than ever before. In response to this shift, Employment and Social Development Canada is helping equip employers with the tools necessary to build strong, diverse workforces.

Summary

EEFW works closely with small and medium-sized Tech companies in British Columbia, Alberta, and Ontario to help upskill their workforces and enhance their leadership and soft skills.

EEFW conducts needs assessments and delivers customized training sessions tailored to each company’s workflow and specific needs.

Training is available in both live and self-paced formats, accommodating flexible learning styles.

EEFW supports companies in monitoring training impact through feedback, surveys, and evaluations.

Upon completing the initiative, EEFW will build a generalized training curriculum that can be shared by ESDC with employers across the sector to foster broader skills development and workforce improvement.

Program Outcomes

- Training has been successfully completed at 3 sites, Vancouver, Ottawa, and Calgary.
- A total of six tech companies, comprising three small and three medium-sized firms, have received training at these three locations.
- We have conducted a total of 158 workshops focusing on Leadership and social-emotional skills.
- The training program has been completed by 211 participants to date.
- We are currently assessing the impact of the training for two companies through interviews and surveys, while the training cycle has been completed for the remaining four companies. For the two companies, we are in the 1st and 2nd phases of evaluation, conducting both 6-month and 3-month review processes.

Below are a few testimonials from the Managers and employees of those companies:

Testimonials of the Managers/Team Leads:

"The EEFW training has been a game-changer for me. Learning about the different communication 'color themes' really opened my eyes to how my own style impacts my interactions with my team. By becoming more mindful of how my colleagues communicate, I've been able to improve the overall effectiveness of our team's communication, especially in remote settings. Our team meetings have become more productive, and the daily check-in slots I've implemented have created an open channel for collaboration and support."

“EEFW Training has completely transformed how I give feedback to my team. I've learned to focus on providing more positive and constructive feedback, which has created a supportive environment where my team feels encouraged to grow. Recently, I mediated a conflict in the team and found the training material on handling difficult conversations incredibly helpful. I truly believe that having all our new team members undergo the same training would strengthen our communication and feedback techniques as we continue to grow.”

“The EEFW training has been invaluable in helping me empower my team, especially during onboarding and in managing remote teams. I've used several templates and tools from the training as part of the onboarding process for my new hires. It has not only helped establish stronger working relationships but also fostered team cohesion as they settle into their roles.”

Testimonials of the Employees:

“Attending the EEFW training completely shifted my perspective. Initially, I thought it would just be helpful for professional development, but I was pleasantly surprised by how much it also helped me personally. The training taught me how to better manage conflict and control my emotions, which has been a game-changer both at work and in my personal life. I really enjoyed the smaller group discussions, which created a comfortable space to connect with coworkers, and the role-playing exercises were excellent practice for handling real-life scenarios. Overall, this training has helped me build stronger relationships, manage my time more effectively, and work more efficiently.”

“The workshop provided incredibly useful tools, templates, and references that were easily accessible. The facilitation of the sessions was excellent, making the learning experience engaging and informative. I particularly appreciated the structured homework that encouraged accountability through connecting with others, a unique and beneficial aspect. The follow-up in subsequent sessions was invaluable. This approach ensured active participation and completion of tasks, fostering a continuous cycle of feedback and sharing.”

“The EEFW training has had a lasting impact on my daily work life. I find myself revisiting the material regularly and applying the skills I learned, particularly from the Emotional Intelligence sessions. I now make a conscious effort to put myself in the customer’s shoes to provide better service and focus on building stronger relationships with my team. I’ve even started incorporating games with coworkers to foster connection, which has been really effective.”

“One of the biggest takeaways from the EEFW training has been the reminder to focus on self-care. Since the training, I’ve started taking regular breaks, going for walks, and practicing mindfulness during the day. It has made a huge difference in how refreshed I feel and how much more efficient I am at work. The feedback I’ve received on my work proficiency has improved, and I feel a greater sense of happiness in the workplace. I’m also more mindful of how I communicate, recognizing that people have different learning and communication styles, which has improved my interactions with others.”

LANGUAGE SERVICES

In this reporting period, April 1, 2023 – March 31, 2024, the following has been provided in the OCCSC LINC:

| | |
|--|-------------|
| Number of LINC students enrolled | 808* |
| Number of LINC instruction hours provided | 4116 |

**Number of NEW (unique) clients, without the continued ones.*

- Our LINC continued its program delivery fully on-line, with an unprecedented success in both the enrollment and the attendance. In a number of internal surveys that we did with all the students and teachers, the responses in favour of continuing the delivery on-line were overwhelming. However, we continued offering and encouraging our hybrid model, when the students can come to our office, at 400 Cooper St. to attend their respective class from our classrooms and use the Chromebook we have for them (25 in total), if needed – in the whole reporting period, we had only 1 student taking this opportunity, for a limited time, though.
- One thing continued to be difficult to deal with to the full satisfaction – waitlists in all the classes. With the influx of newcomers from several parts of the world and a very popular choice of attending LINC on-line in our organization, we have been facing challenges in accommodating those big numbers of new students, while shuffling the existing ones among the classes, when they are due to a progress, after the PBLA Progress Reports, etc. It is all despite the fact that our LINC schedule is still one of the most flexible in the community, with different-level classes available in the morning, afternoon, evening and all-day Saturday.

- Moving forward - our LINC program implementation will remain on-line for all the classes, with that hybrid model as an option, since the delivery is already going smoothly, fully aligned with the CA. We will do our best to seek different new options (if possible) for those on the waitlists, seeking advice from the funder and closely cooperating with other community partners that also have language programs for newcomers.
- One solution is the approval from the funder to enlarge the existing LINC classes capacity as per the CA, where the providers are allowed to add overrun seats (a maximum of 5 per class in our case) to the otherwise limited number of students per class (bound by the current funding contract).

We always try to do our best in delivering the services, but it is how the recipients feel about it what counts the most! Here it is, about our on-line classes:

Student testimonials (*authentic, non-edited*)

I came to Canada to start a new life, and start learn English by the free program for newcomers, and is really help for me to improve my skills and feel free to speak with my colleagues at work. As my English is not good for now, I'd like to improve my level not only it speaking, but also in writing and in thinking. And this is my goal in learning English. I really wont to thanks OCCSC organization to have a chance learn English in comfortable way for me. Because it's online and it's evening program. I'm just come from work and take a lessons, and I don't need to spend a lot of time to go from work to English classroom and than go back. It's very comfortable and useful. It's a short story, but it's true :)

LANGUAGE SERVICES

It is very difficult for me to learn English, and I don't know how to learn and improve my English level by myself. LINC language course has teacher can guide me to learn and chat with me without pressure. Besides ,there are many classmates we can communicate with each other ,gives me the environment and time to express myself in English. I want to learn more grammar and basic knowledge, so that I can better master the language. I want to study so that I can communicate without barriers and go to collage. I think online course is the most suitable for me, because I need to take care my kids I can't leave my home. Online school has solved the problem that I can't go out and want to study.

In the English program they give me a lot of benefits I can improve my language and develop my computer skills , we can share information together and check which way right to do it , sometimes the teacher gives us advice or explained some urgent situations. I can schedual my work with study so it's more comfortable and flexible.

I take on-line classes at OCCSC because my child has a disability and I need to stay with him.

I choose online class,because it`s very convenient,I don`t need to drive going to school.it`s save time and gas.I can interact virtually with the teachers and other student.and most importantly same with face to face class ,I still learn my lesson even if online.

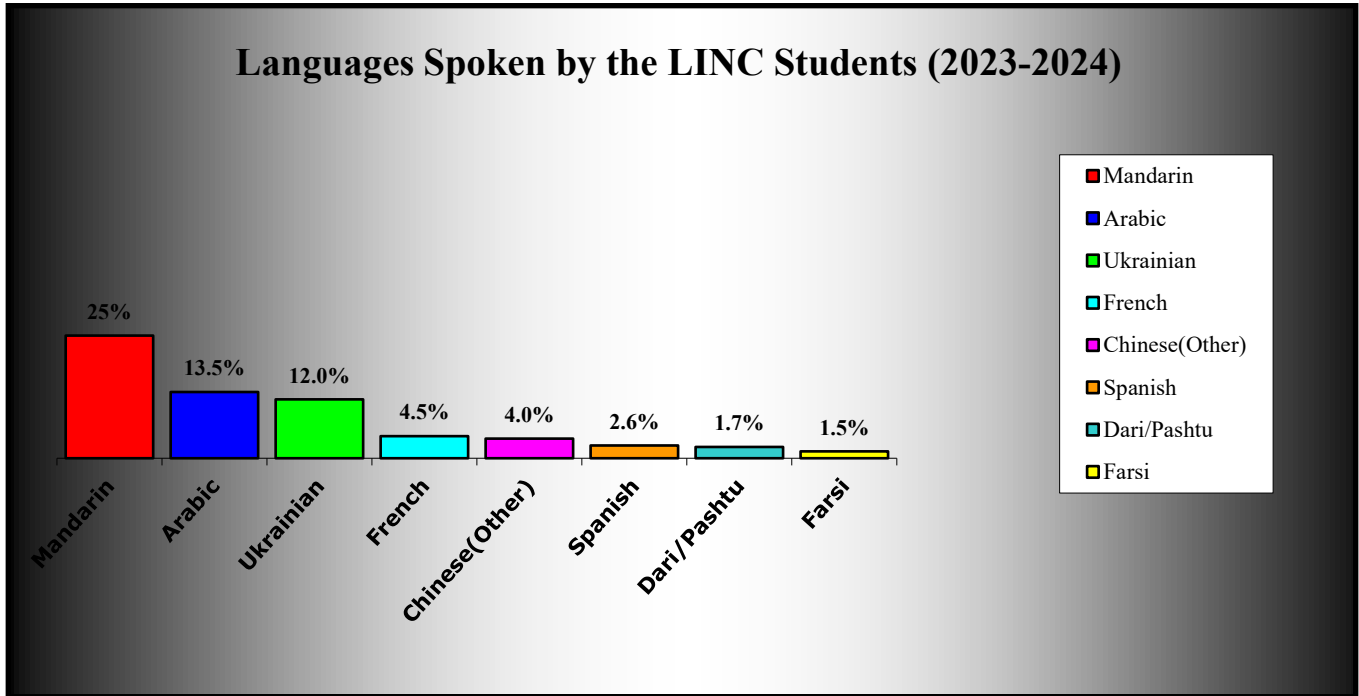
LANGUAGE SERVICES

From the LINC students and teachers field trips:

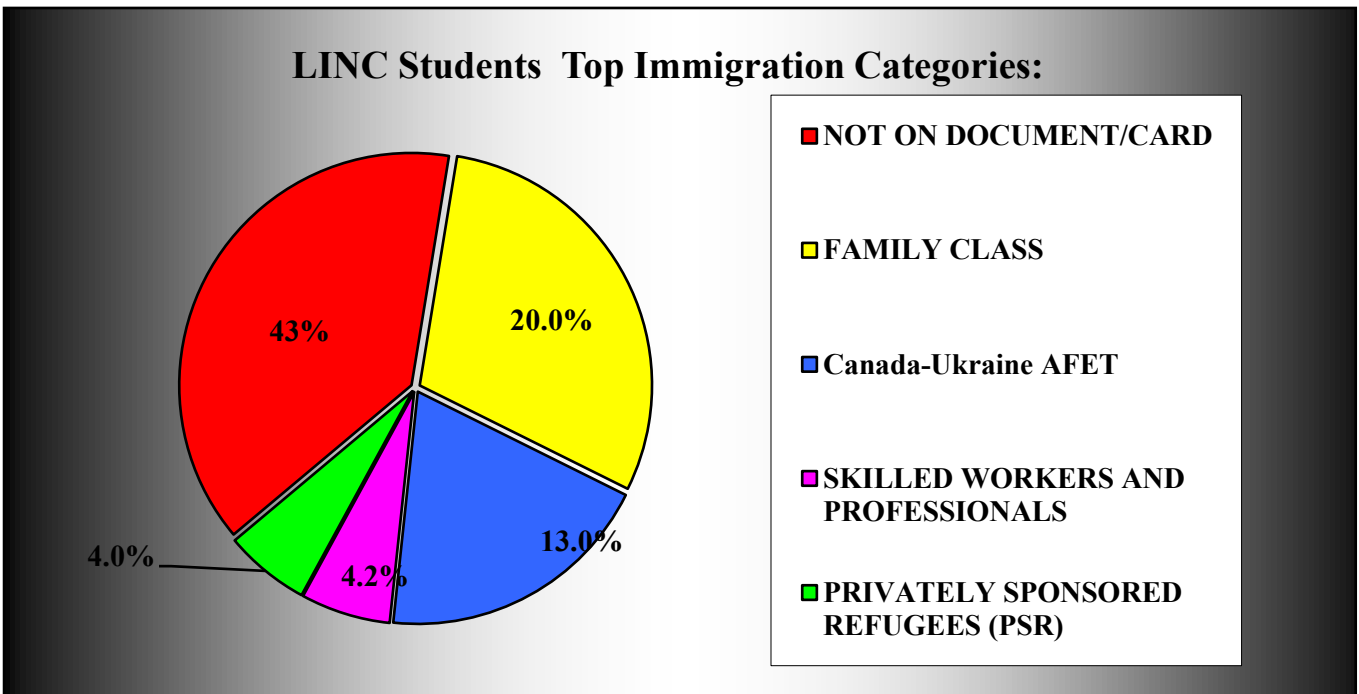


LANGUAGE SERVICES

We are proud to have students from all over the world in our classes. In this reporting period, they spoke 40 different languages! *Please see the chart below as an illustration.*



Immigration categories of our LINC students are quite diverse:



*“NOT ON DOCUMENT/CARD:” This category came out when documents started to no longer having the immigrant code on the PR cards.

LANGUAGE SERVICES

OCCSC Language Program has been very successfully offering its space and trained staff as a testing site for CELPIP clients for 3 years (and continuing), almost always at full capacity of 10 clients per sitting, twice a week, in 3 different time slots, year-round.

Registration room



Computer lab



Result From Annual Audit

We engaged Raymond Chabot Grant Thornton LLP to audit our financial statements for the fiscal year ending March 31, 2024. With the assistance of our Executive Director and Accounting Officer, the audit was completed in October and included in the AGM package.

The audit went smoothly, with no issues identified. However, the auditors issued a qualified opinion, which is common for non-profit organizations due to the inherent limitations in verifying donations and fundraising revenues from individuals. This limitation arises because auditors cannot design procedures to confirm these revenues without specific external evidence.

Financial Overview

This report summarizes the financial activities and position of the OCCSC for the period from April 1, 2023, to March 31, 2024. It highlights key revenue and expense categories, net assets, and cash flows. Detailed breakdowns are provided in Appendix 1 & 2.

- **Revenues:** Total revenues for 2024 were \$3,634,558, up from \$3,282,862 in 2023. Major sources included grants from Immigration, Refugees and Citizenship Canada (\$2,190,250), Employment and Social Development Canada (\$694,853), Ontario Ministry of Citizenship and Immigration and Lighthouse Labs (\$332,133), City of Ottawa (\$88,730) and other organizations. Donations and fundraising from individuals amounted to \$3,545.

Treasurer's Report

- **Expenses:** Total expenses for 2024 were \$3,342,414, up from \$3,226,388 in 2023. The largest expense was salaries and employee benefits (\$2,770,311).
- **Excess of Revenues over Expenses:** The Centre had an excess of revenues over expenses of \$292,144 in 2024, compared to \$56,474 in 2023. The significant increase is mainly due to the \$103,109 rent relief from the landlord. The increase was primarily due to \$103,019 in rent relief from the landlord. This surplus has been allocated to the reserve fund to support future community initiatives.
- **Net Assets:** Net assets at the end of 2024 were \$1,855,680, up from \$1,563,536 at the beginning of the year.
- **Operating Activities:** Cash flows from operating activities were \$418,252 in 2024, compared to a negative cash flow of \$117,702 in 2023.
- **Investing Activities:** Cash flows from investing activities were negative \$155,980 in 2024, compared to negative \$21,003 in 2023.
- **Net Increase in Cash:** The net increase in cash for 2024 was \$262,272, resulting in an ending cash balance of \$546,394, up from \$284,122 at the beginning of the year.
- **Assets:** Total assets as of March 31, 2024, were \$2,030,570, up from \$1,763,979 in 2023. This includes cash (\$546,394), trade and other receivables (\$171,775), prepaid expenses (\$29,248), and investments (\$1,283,153).
- **Liabilities:** Total liabilities were \$174,890, down from \$200,443 in 2023. This includes trade payables and other operating liabilities (\$123,690) and deferred revenues (\$51,200).

Treasurer's Report

- **Net Assets:** Unrestricted net assets were \$1,855,680, up from \$1,563,536 in 2023.

Detailed Financial Statements (Attached to AGM Package)

Key Highlights and Observations

Rent Relief: The Centre received \$103,019 in rent relief related to pandemic expenses. This amount was added to the reserve fund to improve community services.

Grant Increases: Federal grants, particularly from Immigration, Refugees and Citizenship Canada, increased by \$89,909, and provincial grants, particularly from Lighthouse Labs Inc., increased by \$219,778.

Reserve Fund Management: OCCSC's net surplus of \$1,855,680, accumulated over the pandemic years, is prudently invested in GICs. This fund ensures financial stability and preparedness for potential funding challenges.

Strategic Reinvestment: The organization plans to reallocate reserve funds to enhance community services as economic conditions stabilize.

Upcoming Financial Priorities

The 2025 fiscal year marks a transformative phase for OCCSC. We aim to:

- Innovate service delivery to better meet the needs of the community.
- Optimize every dollar received from funders to maximize impact.
- Address emerging needs through strategic proposals and targeted investments.

Closing Remarks

We extend our gratitude to our funders, especially Immigration, Refugees and Citizenship Canada and the Ontario Ministry of Citizenship, Immigration and International Trade, for their continued support. The Finance Committee remains committed to reviewing and updating OCCSC's financial policies to support the organization's growth and adaptability.

Jun Chen, CPA, LPA, CFE

Treasurer, OCCSC

Treasurer's Report

Appendix 1 – Revenue by Source

| | Apr.1,2023 to March 31, 2024 | Apr.1,2022 to March 31, 2023 |
|--|---------------------------------|---------------------------------|
| Sources of Revenue | Amount (\$) | Amount (\$) |
| Federal Government: Immigration, Refugees and Citizenship Canada | 2,190,250 | 1,991,778 |
| Federal Government: Employment and Social Development Canada & LASI World Skills Inc. | 770,015 | 878,578 |
| Provincial Government: Ontario Ministry of Citizenship and Immigration and Lighthouse Labs | 332,133 | 112,355 |
| Municipal Government: Community Fund from City of Ottawa | 88,730 | 85,967 |
| Community Sector: Jewish Family Services, Somerset West Community Health Center | 58,944 | 73,842 |
| Other Income: Tuition Fees, Donations and Fundraising, Interest, Membership, User Fees and Miscellaneous | 194,486 | 140,342 |
| Total Revenue | 3,634,558 | 3,282,862 |

Appendix 2 – Expenses by Nature

| | Apr.1,2023 to March 31, 2024 | Apr.1,2022 to March 31, 2023 |
|--|---------------------------------|---------------------------------|
| Nature of Expenditures | Amount (\$) | Amount (\$) |
| Advertising and community relations | 5,099 | 5,573 |
| Membership | 4,136 | 2,346 |
| Consulting and professional fees | 26,309 | 13,686 |
| Office, bank, payroll service charges and interest | 99,671 | 91,738 |
| Rent and utilities | 208,140 | 329,583 |
| Salaries and benefits & pay equity | 2,786,055 | 2,579,263 |
| Communication | 68,183 | 45,300 |
| Training | 93,246 | 100,430 |
| Travel | 34,885 | 29,827 |
| Insurance & Repair and maintenance | 16,690 | 28,642 |
| Total Expenses | 3,342,414 | 3,226,388 |