OTTAWA CHINESE COMMUNITY SERVICE CENTRE

渥太華華人社區服務中心

ANNUAL REPORT

2024-2025

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PRESIDENT'S REPORT

Dear Members, Partners, and Friends,

On behalf of the Board of Directors, I am honored to share our reflections on a year that has been both transformative and deeply meaningful for the Ottawa Chinese Community Service Centre (OCCSC). This year, we celebrated a historic milestone, our 50th anniversary. It was a time to honor the visionaries who founded OCCSC, recognize the dedication of our staff and volunteers, and celebrate the thousands of newcomers whose lives have been touched by our programs. This legacy of service inspires us as we look to the future.

The past year also marked a period of renewal and resilience. With the transition to new executive leadership, the Board worked closely with management to strengthen governance and reinforce accountability and transparency across the organization. These efforts have positioned OCCSC for long-term stability and strategic growth. We commend our staff and volunteers for their unwavering commitment to supporting thousands of newcomers during a time of uncertainty. Their professionalism and compassion embody OCCSC's mission and values.

As we look ahead, the Board fully supports the Executive Director's vision to diversify revenue streams through social enterprise initiatives. This strategy will strengthen financial sustainability, foster innovation, and create new opportunities for newcomer employment and community engagement. In addition, we will begin developing OCCSC's second five-year strategic plan in 2026, building on the successes of our current plan and aligning with emerging community needs and priorities. These steps will ensure OCCSC remains resilient, forward-thinking, and impactful for decades to come.

PRESIDENT'S REPORT

The Board remains committed to guiding OCCSC with integrity, foresight, and collaboration. Together with our staff, volunteers, and partners, we will continue to advance our mission: to empower newcomers and build an inclusive, vibrant Ottawa. Thank you for your trust, support, and partnership as we shape the next chapter of OCCSC's journey.

Robert Parungao
President, Board of Directors
Ottawa Chinese Community Service Centre

Chief Executive Director's Report

The year 2024-2025 has been one of transformation, resilience, and renewed purpose for the Ottawa Chinese Community Service Centre (OCCSC). As we continued to adapt to a rapidly evolving newcomer landscape, our organization embraced change with clarity, courage, and a steadfast commitment to service excellence. I am honoured to share how our team, partners, and community have shaped a year marked by growth and meaningful impact.

Leadership and Organizational Renewal

With the transition to new executive leadership, OCCSC took the opportunity to strengthen governance, enhance internal systems, and reinforce a culture anchored in accountability, transparency, and collaboration. Together, we clarified roles and introduced consistent practices that have elevated organizational stability and staff engagement. This collective effort has positioned OCCSC for long-term resilience and strategic alignment.

Responding to Rapidly Increasing Client Needs

The post-pandemic landscape brought unprecedented demand for settlement, language, youth, and employment services. Newcomers continued to arrive with complex needs—economic, linguistic, emotional, and social. We are proud that our frontline teams provided compassionate and timely support to thousands of individuals and families during a time of heightened uncertainty.

Chief Executive Director's Report

IRCC Contribution Agreement Renewal (2024–2025)

The 2024–2025 fiscal year marked a significant milestone for OCCSC as we reached the end of our five-year Contribution Agreement (CA) with Immigration, Refugees and Citizenship Canada (IRCC). This period also initiated an intensive negotiation phase—from late December 2024 to March 31, 2025—for the next multi-year agreement.

I am proud to share that OCCSC successfully closed the previous five-year CA with strong performance outcomes, robust compliance, and demonstrated community impact. These results deepened the trust of our funder and positioned OCCSC as a reliable and high-performing partner.

As a result, OCCSC has been awarded a new Contribution Agreement with IRCC spanning April 1, 2025, to March 31, 2028. This achievement reflects the tireless efforts of our management team, who worked with exceptional dedication, diligence, and professionalism throughout the negotiation process to secure the best possible outcome for our organization and the newcomer community we serve.

A Team That Leads with Heart

Continuing the Settlement services would have been impossible without our extraordinary staff and volunteers. Their professionalism, empathy, and dedication shine every day. From settlement workers supporting families in vulnerable moments, to LINC instructors uplifting learners, to employment specialists guiding internationally trained professionals—our team transforms lives with expertise and compassion. I could not be prouder of the people who represent OCCSC.

Chief Executive Director's Report

Mission in Action

At the core of our work is our belief that every newcomer deserves the opportunity to build a safe, prosperous, and connected life. Our programs are designed to reduce barriers, foster belonging, and promote social and economic inclusion. Whether through language instruction, coaching, cultural celebrations, or crisis intervention, OCCSC contributes to a more inclusive and vibrant Ottawa—one individual, one family, and one community at a time.

Looking Ahead: Advancing Innovation Through Social Enterprise

As we look toward the next chapter of OCCSC's growth, a central pillar of my vision for the future is the development of a sustainable social enterprise model. The traditional funding landscape for settlement agencies is evolving, and it is critical that OCCSC diversifies its revenue streams while expanding its capacity to serve newcomers with excellence.

A social enterprise strategy will enable OCCSC to:

- Generate independent, mission-aligned revenue to reinvest in client services.
- Build innovative programs that respond to emerging labour market, youth, and community needs.
- Strengthen long-term financial sustainability beyond government funding cycles.

- Create pathways for newcomer employment, skills development, and entrepreneurship.
- Enhance OCCSC's ability to pilot new initiatives without relying solely on restricted funding.

This vision builds on the organization's entrepreneurial spirit and its strong reputation as a trusted community leader. Over the next three years, OCCSC will explore, design, and implement social enterprise opportunities that align with our strengths—from workforce development to culturally informed community programming.

This forward-looking approach will ensure OCCSC remains resilient, transformative, and positioned to serve the next generation of newcomers with innovation and impact.

We are entering a new chapter—one defined by ambition, modernization, and a deep commitment to equity and community well-being.

Thank You

Ottawa Chinese Community Service Centre
Strategic Plan 2021- 2025

戰略計劃

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

STRATEGIC PLAN : 2021 - 2025

Settlement, Integration & Family Services (SIF)

The Settlement, Integration, and Family Services Department continued to advance OCCSC's mission of supporting the social, cultural, and economic integration of newcomers. Throughout 2024–2025, we maintained a **hybrid service delivery model**, offering in-person support at our main office and satellite locations in Merivale, South Nepean, and Kanata-Stittsville, while also ensuring flexible access through online platforms such as Zoom, MS Teams, WeChat, WhatsApp, and email.

This fiscal year marked the final year of the **2020–2025 IRCC Contribution Agreement**, during which OCCSC exceeded planned service delivery in several activity areas. We are pleased to report that IRCC approved a **new three-year settlement contribution agreement (2025–2028)**, formally renewing the **Canada My New Home (CMNH) Settlement Program**. All additional programs continued operating as in the previous fiscal year, ensuring stability and uninterrupted support for the communities we serve.

Our services remained funded through three levels of government:

- **CMNH**: Canada My New Home Settlement Program
  The federal government of Canada, IRCC

- **NSP**: Newcomer Settlement Program, Support for Disadvantaged Racialized Communities
  Ontario Ministry of Children, Community and Social Services, MCCSS

- **CFS**: Chinese Family Services, Community Funding Program
  City of Ottawa

- MHP: Mental Health Support for Chinese Community Program,

Partnership with Somerset West Community Health Centre SWCHC
Champlain LHIN

- JSW: Job Search Workshops

Partnership with World Skills Employment Centre WS
The federal government of Canada, IRCC

New and returned unique clients who received a group or direct service

Clients	CMNH	NSP	CFS	Total
New Clients	1,454	160	191	1,805
Returned Clients	1,426	318	410	2,154
Grand Total	**2,880**	**478**	**601**	**3,959**

Direct & Group Services Breakdown for all Programs (CMNH, NSP, & City)

Service Type	Clients	Unique Clients	Group Sessions	Group Service Clients	Unique Group Clients
Needs Assessment & Referral	2,164	1,922			
Information & Orientation	7,337	2,942	346	4,585	1,256
Community Connections	0	0	422	4,448	1,042
Total	9,501	4,864	768	9,033	2,298

SIF Department-Wide Client Demographics

Category	Details
Gender	62.6% Female 35.9% Male 1.4% Not disclosed
Age Distribution	0–14 years: 10.1% 15–24 years: 9.8% 25–44 years: 31.6% 45–65 years: 26.3% 65+ years: 21.9%

Unique Clients Served by Language and Programs

Mother Tongues	CMNH	NSP	CFS	Total
Chinese	1,158	446	570	2,174
Arabic	482	3	0	485
Ukrainian	726	0	0	726
Russian	89	0	0	89
Others	425	29	31	485
Grand Total	**2,880**	**478**	**601**	**3,959**

Canada My New Home Program (IRCC)

1-a Program Overview

Under the Canada My New Home (CMNH) Program, OCCSC delivers a full suite of settlement services to permanent residents and all eligible newcomers. Services include needs and assets assessments and referrals (NAARS), information and orientation, community connections, as well as support services such as short-term counselling, transportation, and childcare, offered to clients of all genders and age categories. While we serve all eligible clients, we tailor our programs to the cultural and linguistic needs of our three main newcomer communities — Chinese, Arabic-speaking Middle Eastern, and Ukrainian/Russian-speaking clients — providing services in English as well as in Mandarin, Cantonese, Arabic, Ukrainian, and Russian. Francophone clients are referred to Ottawa's francophone settlement agencies to ensure they receive appropriate language-specific support. Demand remained high across these communities, reflecting Ottawa's continued growth in newcomer populations.

1-b Needs & Assets Assessment and Referrals (NAARS)

Settlement counsellors conducted individualized NAARS assessments to identify settlement needs, client strengths, and personal goals. Each client received a personalized settlement plan, and counsellors followed up regularly to support progress and adjust goals as needed. Clients requiring a higher level of support or specialized intervention were referred to case-management service providers to ensure coordinated and intensive follow-up. Referrals were also provided:

- Internally: language training, employment programs, youth programs, and other settlement services.
- Externally: Local Agencies Serving Immigrants (LASI) partners, as well as municipal, provincial, federal, and non-sector community services.

Major areas of client need included: language, employment, schooling and education, healthcare, housing, and benefits.

1-c Information & Orientation (One-on-One and Group Sessions)

Sessions focused on day-to-day life topics that support successful integration, including guidance on essential services, community resources, rights and responsibilities, and practical information to help newcomers navigate life in Ottawa. These were delivered through personalized one-on-one sessions and group workshops.

1-d Community Connections Activities

Community Connections remained a cornerstone of the CMNH program, fostering inclusion, belonging, and cross-cultural understanding through a broad range of activities. These included intercultural field trips, newcomer welcome events, multicultural group sessions, parenting groups, seniors' and

women's programs with conversation circles, the Youth Leadership Project (YLP), the Virtual Homework Club (VHC), and citizenship preparation circles. Together, these initiatives enable newcomers to build social networks, engage with their communities, develop practical skills, and strengthen their overall sense of belonging, confidence, and integration in Canada.

1-e Support Services (Transportation, Childminding and Transportation)

As part of our support services, OCCSC provided transportation assistance, childminding through inspected and verified centres in Kanata and Barrhaven, and short-term counselling, including support through the Legal Aid Ontario Family Violence Authorization Program for clients experiencing cultural adjustment challenges, stress, family conflict, or dispute matters. These supports enable clients to fully participate in OCCSC programs and, when applicable, in IRCC-funded services offered by partner agencies.

Direct & Group Services Breakdown -CMNH

Service Type	Clients	Group Sessions	Group Service Clients
Needs Assessment & Referral	1,877		
Information & Orientation	5,364	251	3,050
Community Connections	0	389	3,998
Total	7,242	640	7,048

1-f Community Development

OCCSC's community development initiative provides a cohesive, multicultural, and collaborative approach to settlement and integration, ensuring newcomers can connect, participate, and build a strong sense of belonging.

Within the Canada My New Home (CMNH) program, this work is led by a project manager who supports the program manager and is assisted by two community and communication coordinators. Together, they coordinate closely with the senior settlement counsellor, the three main cultural settlement teams (Chinese, Arabic-speaking, and Ukrainian/Russian-speaking), and other departmental settlement teams to ensure unified planning and delivery of activities.

Throughout the year, the team supported a wide range of targeted and mixed-group programs such as conversational circles, community trips, women's and seniors' groups, parenting workshops, Youth Leadership Program sessions, Virtual Homework Club activities, art therapy, yoga and dance classes, and multicultural events such as Cultural Harmony with the City of Ottawa.

Coordinated communication and outreach further enhanced OCCSC's visibility and strengthened engagement with partners, funders, and sponsors. Through collaborations with LASI agencies, City community resource centres, the Chinese Catholic Church, and key community partners such as the Chinatown BIA, ACB Wellness Resource Centre, Oversea Senior Chinese Coalition (OSCC), South Nepean Community Health Centre, Catholic school boards, Lac Deschênes Sailing Club, and Liya Yang Dance School, OCCSC created an inclusive environment where individuals from diverse backgrounds—including Indigenous community members, mainstream Canadian residents, and established immigrants—could participate, collaborate, and deepen their community connections. These collective efforts supported stronger integration outcomes and reinforced OCCSC's role as a leadership hub for multicultural engagement.

The following program areas demonstrate how this coordinated community-development model translated into impactful, culturally responsive activities across the Settlement Department:

1-f.1 Youth Leadership Project (YLP)

The Youth Leadership Project (YLP) continued to support newcomer youth in building leadership capacity, civic engagement, and meaningful community participation. During the 2024–2025 fiscal year, the program welcomed 28 participants in the Fall 2024 cohort and 23 participants in the Winter 2025 cohort. Youth took part in a comprehensive series of workshops and experiential learning activities covering leadership and advocacy, Canadian political systems, cross-cultural communication, and financial literacy, alongside academic balance and time-management training. Program highlights included a youth-led community project, a field trip to Parliament

Hill, and sessions with professional guest speakers who shared insights on education, career pathways, and civic involvement. Participants reported notable improvements in communication skills, teamwork, and civic awareness, demonstrating the program's continued impact on newcomer youth integration and empowerment.

“Taking part in the Youth Leadership Project changed my life.”
— A. D.

1-f.2 Virtual Homework Club (VHWC)

The Virtual Homework Club VHWC remained a cornerstone academic support service for newcomer students, offering consistent, structured assistance throughout the year. The program served 50 students with the support of 37 volunteer tutors and two volunteer administrative assistants, reflecting a strong volunteer-driven model. Weekly 1.5-hour online sessions combined group presentations with individualized one-to-one tutoring in breakout rooms, providing targeted academic support in English, mathematics, science, social studies, and general study skills. This comprehensive approach enabled students to build confidence, strengthen foundational knowledge, and develop effective learning strategies. Parents and youth reported noticeable improvements in academic performance, enhanced English-language development, and better understanding of the Canadian school system, demonstrating the program’s ongoing impact on newcomer student integration and success.

“My daughter struggled with English and felt isolated when we first arrived in Canada, but the support we received from OCCSC made an enormous difference. Through the Virtual Homework Club, she improved her language skills, gained confidence, and even found new friends. I am deeply grateful for the help we received, especially from Julie, whose guidance has supported us every step of the way.”
— I. S.

1-f.3 Women's Programs & Conversation Circles

Women's programming continued to be one of the most impactful components of OCCSC's settlement portfolio, offering culturally responsive support in Mandarin, Cantonese, Arabic, and Ukrainian. These programs provided safe, structured spaces for newcomer women to build confidence, develop new skills, strengthen peer networks, and reduce isolation. Activities delivered across all three cultural settlement teams included wellness and self-care sessions, art therapy, Cricut and creative crafting workshops, crochet and decoupage, English & French conversation circles, rights education, civic

1-f.3 Women's Programs & Conversation Circles

Women's programming continued to be one of the most impactful components of OCCSC's settlement portfolio,empowerment, and introductory small-business and entrepreneurship workshops. Participation remained consistently strong throughout the fiscal year, with weekly and bi-weekly gatherings contributing meaningfully to women's emotional well-being, language development, and integration outcomes.

1-f.4 Barrhaven and Kanata Senior Settlement Programs

The Barrhaven and Kanata Senior Settlement Programs continued to provide weekly, community-based programming designed to reduce social isolation and support healthy aging among newcomer and immigrant seniors. Throughout the year, participants engaged in a variety of structured activities, including digital literacy support, wellness and mobility exercise sessions, peer-led teaching and interest-based workshops, and seasonal social celebrations. These initiatives offered seniors meaningful opportunities to build connections, maintain independence, and participate actively in their local communities.

1-f-5 Parenting & Childcare Services

Childminding services supported newcomer parents by enabling them to attend settlement workshops, language sessions, women's programs, and community-connection activities. Childcare was delivered through inspected and approved centres at 2 MacNeil Court (West Ottawa Community Resource Centre) and 1099 Longfields Drive (City View Child Care Centre), ensuring a safe and developmentally supportive environment for children. These services reduced barriers to participation and allowed parents to fully engage in programs that support their settlement and integration journey.

1-f.6 Digital and Messenger-Based Communication Outreach

WeChat remained OCCSC's primary digital communication platform for engaging Mandarin- and Cantonese-speaking clients, offering timely updates on workshops, community events, government information, and essential resources. While WeChat continues to be the most widely used tool among Chinese-speaking communities—with only a small portion preferring WhatsApp—other cultural groups rely on different platforms. WhatsApp is used primarily by Arabic-speaking clients, while both Telegram and WhatsApp are commonly used by Ukrainian- and Russian-speaking newcomers. In addition to email and phone communication, OCCSC maintains group channels across these messenger applications to ensure that clients can access information in the format most convenient and familiar to them. This multi-platform approach enhances accessibility, strengthens communication, and supports ongoing connection with clients and broader community members throughout their settlement journey.

OCCSC applies strict confidentiality practices across all communication methods, ensuring that no personal or identifying client information is shared publicly and that all digital interactions adhere to established privacy, safety, and data-protection standards.

1-f.7 Legal Aid – Family Violence Authorization Program

OCCSC issued Legal Aid Ontario authorization vouchers to support survivors of domestic and family violence in accessing legal advice and legal representation. Through this program, clients received timely assistance navigating urgent safety concerns, family-law processes, and protection measures. Settlement staff worked closely with partner agencies to ensure

that individuals facing crises were connected to culturally sensitive, trauma-informed supports. This service remained a critical resource for vulnerable clients requiring confidential and immediate pathways to legal assistance.

1-f.8 Fee-Based Services

OCCSC continued to provide administrative and document-support services that assist newcomers in navigating essential immigration and legal processes. These services include tax filing services, notary services, permanent resident (PR) card renewals, citizenship application support, sponsorship assistance, and guidance related to passport applications and documentation. Together, these supports contribute to greater stability, improved access to services, and smoother integration for clients as they advanced through various stages of their settlement journey.

1-f.9 Settlement for Middle Eastern Newcomers (SMN):

The Settlement services for Middle Eastern Newcomers (SMN) program continued to provide comprehensive and culturally responsive support to Arabic-speaking newcomers from Syria, Palestine, Sudan, Iraq, Egypt, and other regions. Services included Needs and Assets Assessments and Referral (NAARS), individualized settlement counselling, information and orientation sessions, and community-connection activities that helped clients navigate housing, benefits, education, employment, and community involvement.

Throughout the year, the team delivered a diverse range of group and individual programs tailored to clients' cultural and linguistic needs. Highlights included weekly citizenship-exam preparation with a 100% success rate, English Conversation Circles, focus groups, and a strong Women's Empowerment Program featuring art therapy, Cricut and creative arts, crochet, decoupage, and wellness sessions. Several women who participated in creative workshops reported gaining confidence to pursue small self-employment opportunities.

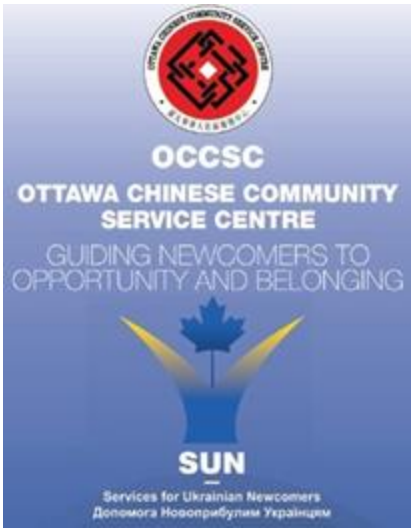
Community-connection activities remained central to the program, with regular field trips, cultural outings, and cross-community events helping newcomers build social networks and strengthen their sense of belonging. Partnerships with Kids Up Front enabled families to access recreational and cultural events, while collaborations with Carleton University and Queen's University supported leadership development, research on newcomer experiences, and student placements in conflict studies, engineering, and social service–related fields.

The team also provided vital support to families facing trauma or displacement—including newcomers fleeing Gaza, Sudan, and Iraq—through culturally sensitive counselling, referrals, and coordination with the Legal Aid Ontario Family Violence Authorization Program. Despite rising demand and space limitations, SSMN remained an essential source of settlement support for Middle Eastern newcomers throughout the fiscal year.

"I want to thank OCCSC for helping me with my tax return and identifying an important error in my documents that my accountant had missed. Without this support, I would not have received any tax refund this year. I am truly grateful for the assistance and advice I received."

— A. A.

1-f.10 Settlement services for Ukrainian Newcomers (SUN):



The Settlement Services for Ukrainian Newcomers (SUN) program continued to support Ukrainians who fled the war and arrived in Canada under the CUAET program. Throughout the fiscal year, SUN delivered a wide range of individualized and group-based settlement services to Ukrainian newcomers. The team served 1,082 unique clients, providing 2,033 one-on-one settlement counselling sessions and 163 group sessions that addressed both immediate needs and longer-term integration goals. Core supports included assistance with housing and temporary accommodation, employment readiness and Better Jobs Ontario orientation, financial literacy and budgeting workshops, referrals to youth programs such as the Youth Leadership Project (YLP) and Virtual Homework Club (VHC), English-language practice through conversation clubs, and women's wellness and craft-based support groups. The team also assisted families with school placements, registration processes, benefit navigation, and access to community-based services. Community-connection activities remained a central component of the program's engagement strategy, with notable initiatives including a Sailing Camp in partnership with the Lac Deschênes Sailing Club, cultural outings through Kids Up Front, and seasonal holiday craft events and yoga workshops—all contributing to social inclusion, resilience, and a strengthened sense of community belonging among newcomer families.


OCCSC
OTTAWA CHINESE COMMUNITY SERVICE CENTRE
GUIDING NEWCOMERS TO OPPORTUNITY AND BELONGING
SUN

"OCCSC's guidance helped my family understand Canadian systems, access important programs like the Canada Carbon Rebate and Healthy Smiles Ontario, and feel more prepared for life in Ottawa. The settlement worker explained everything clearly and made complex processes easy to navigate, which greatly reduced our stress as newcomers. Thanks to this support, we felt less isolated and more confident facing new challenges."
— O. K.

2 Newcomer Settlement Program (NSP)

Funded by the Ontario Ministry of Children, Community and Social Services (MCCSS) through the Support for Disadvantaged Racialized Communities initiative, the Newcomer Settlement Program (NSP) continued to provide accessible, culturally informed settlement support to newcomers of all immigration statuses. The program primarily served Chinese-speaking individuals while remaining open to all clients requiring assistance. Services were delivered in English, Cantonese, and Mandarin through in-person and virtual formats, including Teams, Zoom, WeChat, text messaging, and phone consultations.

NSP counsellors supported clients with housing and benefits navigation, education and employment pathways, health and legal information, interpersonal challenges, and overall adjustment to life in Ontario. To promote social inclusion and reduce isolation, the program delivered a series of community-based activities and learning opportunities, including group visits to Major's Hill Park, the Agriculture and Food Museum, and the Superior Court of Justice. The Women's Club offered ongoing peer support, wellness activities, and cultural engagement for newcomer women, while tours of community resources such as the Yet Keen Centre helped clients build familiarity with local services.

Through its combination of individualized counselling and community-connection activities, NSP strengthened clients' confidence, expanded their social networks, and enhanced their ability to navigate daily life in their new environment. Many clients expressed high satisfaction with the program and frequently referred friends and family members, reflecting the trust and value NSP continues to build within the community.

Direct & Group Services Breakdown -NSP

Service Type	Clients	Group Sessions	Group Service Clients
Needs Assessment & Referral	224		
Information & Orientation	1,036	9	154
Community Connections	0	0	0
Total	1,260	9	154

“Over the past four years, OCCSC has been like a home to me, and the staff have supported me with kindness, patience, and professionalism whenever I faced difficulties. The women’s programs and community activities brought joy, confidence, and meaningful connections into my life. I am deeply grateful for the warmth and strength the Centre has given me.”

— J. X.

3 City of Ottawa — Chinese Family Services Program

Funded by the City of Ottawa through its Community Funding and Poverty Reduction initiatives, the Chinese Family Services Program continued to address the needs of Chinese-speaking seniors, adults, and families—particularly those experiencing social isolation, chronic health challenges, limited income, or language barriers. Over the fiscal year, the program served 601 clients, the majority of whom were seniors requiring sustained social, wellness, and crisis-intervention support. Services ranged from individualized assistance and health-related referrals to preventative and community-based activities that promoted physical, emotional, and social well-being. Key program offerings included the Strong & Steady fall-prevention exercise program, Chinese calligraphy and painting workshops, Life English and beginner IT support, diabetes screening and nutrition education, and a series of mental-health and heart-health workshops. In collaboration with Parks Canada, the program also delivered camping workshops that introduced newcomers to outdoor recreational activities in a safe and guided setting. Monthly field trips and social gatherings further strengthened social connections, reduced isolation, and supported participants in remaining active, engaged, and connected within their communities.

Direct & Group Services Breakdown -CFS

Service Type	Clients	Group Sessions	Group Service Clients
Needs Assessment & Referral	63		
Information & Orientation	930	85	1,368
Community Connections	0	33	450
Total	993	118	1,818

4 Mental Health Program – Partnership with SWCHC

Funded by the Champlain Local Health Integration Network (LHIN), the Mental Health Support Program continued to advance OCCSC's partnership with the Somerset West Community Health Centre (SWCHC), now in its fourth year of collaboration. SWCHC, one of Ottawa's thirteen community health and resource centres, provides culturally responsive mental health services to diverse communities across its catchment area. Through this partnership, OCCSC supported Mandarin-speaking residents by conducting outreach, group activities and completing intake assessments, and referring clients to professional one-on-one counselling provided directly by SWCHC. OCCSC's Mental Health Social Worker also facilitated access to SWCHC's therapeutic group sessions and psycho-educational workshops, while leading complementary group activities focused on emotional well-being, stress management, and culturally informed mental health education. This collaborative model remained a vital resource for Chinese-speaking newcomers and long-term residents seeking safe, accessible, and linguistically appropriate mental health support.

5 Job Search Workshops (JSW) – Partnership with World Skills

The Job Search Workshops (JSW), delivered in partnership with World Skills Employment Centre and funded by Immigration, Refugees and Citizenship Canada (IRCC), continued to play a key role in supporting newcomer employment readiness. Over the fiscal year, the program served 112 unique participants, providing structured training on résumé development, Canadian interview expectations, labour-market navigation, job-search strategies, and professional communication. Through a combination of guided instruction and practical skill-building, participants gained greater confidence and preparedness to pursue employment opportunities in the Canadian workforce. JSW remains a vital component of OCCSC's employment-integration support and a strong example of collaboration with community partners to advance newcomer economic inclusion.

"Volunteering at OCCSC helped me build confidence, improve my communication skills, and better understand Canadian workplace culture. The support I received from staff, especially through one-on-one guidance, made a meaningful difference in my job search. My volunteer experience at OCCSC became a valuable asset in my career, contributing to my full-time role today."
— Selina H.


溫太華
唐人街

LANGUAGE SERVICES

In this reporting period, April 1, 2024 – March 31, 2025, the following has been provided in the OCCSC LINC program:

Number of LINC students enrolled	**811***
Number of LINC instruction hours provided	**4557**

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

LINC continued its very successful on-line program delivery, with a steady number of students enrolled, both those who continued and brand-new ones. It created, though, waitlists in all classes, with different numbers of clients waiting for a spot in different classes, depending on the level. We have noticed the biggest number in the highest CLB class, 5+, followed by the lowest levels, from Pre-CLB to 2/3. We kept shuffling waitlisted clients to other classes of the same level whenever possible, thanks to our very flexible schedule, so when a spot became available in their preferred class, we transferred them then.
We continued offering a hybrid class model, too, where students could request to attend their respective classes from our classrooms, using Chrome Books that we provide – however, the interest is not big, mostly because everybody prefers attending classes from their homes. To support smooth on-line delivery, we have a great addition in the position of the Digital Support Assistant, who assists both the students and the teachers from a technical standpoint. She fixes the issues with them right away, when the class is going on (since the LINC admin staff have access to all the classes) or the students with more complicated technical issues can come to our office to get help.

In terms of the activities, the events and meetings, here there are just a few:
- TESL Ontario Conference for the teachers

LANGUAGE SERVICES

- Presentations/workshops for the students – on Learn to Camp, Domestic Violence, Credential Recognition Program, etc.
- PBLA-related teachers and staff meetings
- Participation in the Nepean Newcomer Resource Fair
- LINC Manager continues to be a part of the Algonquin College TESL Board.
- Several teachers hosted both Algonquin College and Carleton University TESL practicum students in their Fall Program, Winter and Spring semesters, a long-standing impeccable cooperation.
- LINC staff attended a CRA webinar (Be Scam Smart), and several iCARE ones.
- We regularly participated in the Language Committee meetings under the YMCA hub
- Field trips to the Museum of Aviation, Museum of Nature, National Gallery of Canada, Walk along the Canal, visit to the Byward Market (with an Ottawa-themed scavenger hunt!), Tulip Festival, etc.

- Moving forward - OCCSC LINC continues to thrive with the well-established on-line program delivery, and we are happy to say that the new funding approved of it, adding 2 more on-line classes (as per our Call for Proposal request), for a total of 18 classes.

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

Student testimonials (*authentic, non-edited*)

"When I immigrated to Canada, my English level was very low. I could not listen and speak English. The only one was reading a little English. So I could not find any job. I decided to go to LINC OCCSC school to learn English online for one year. The second year I found a part time job. Then I did the job half day and went to LINC school online half day. After that, I got a full time job. Now I go to LINC English class at OCCSC again to improve more my English."

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 :)

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 languge and develop my computer skills , we can share information togather 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 flexable.

LANGUAGE SERVICES

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.

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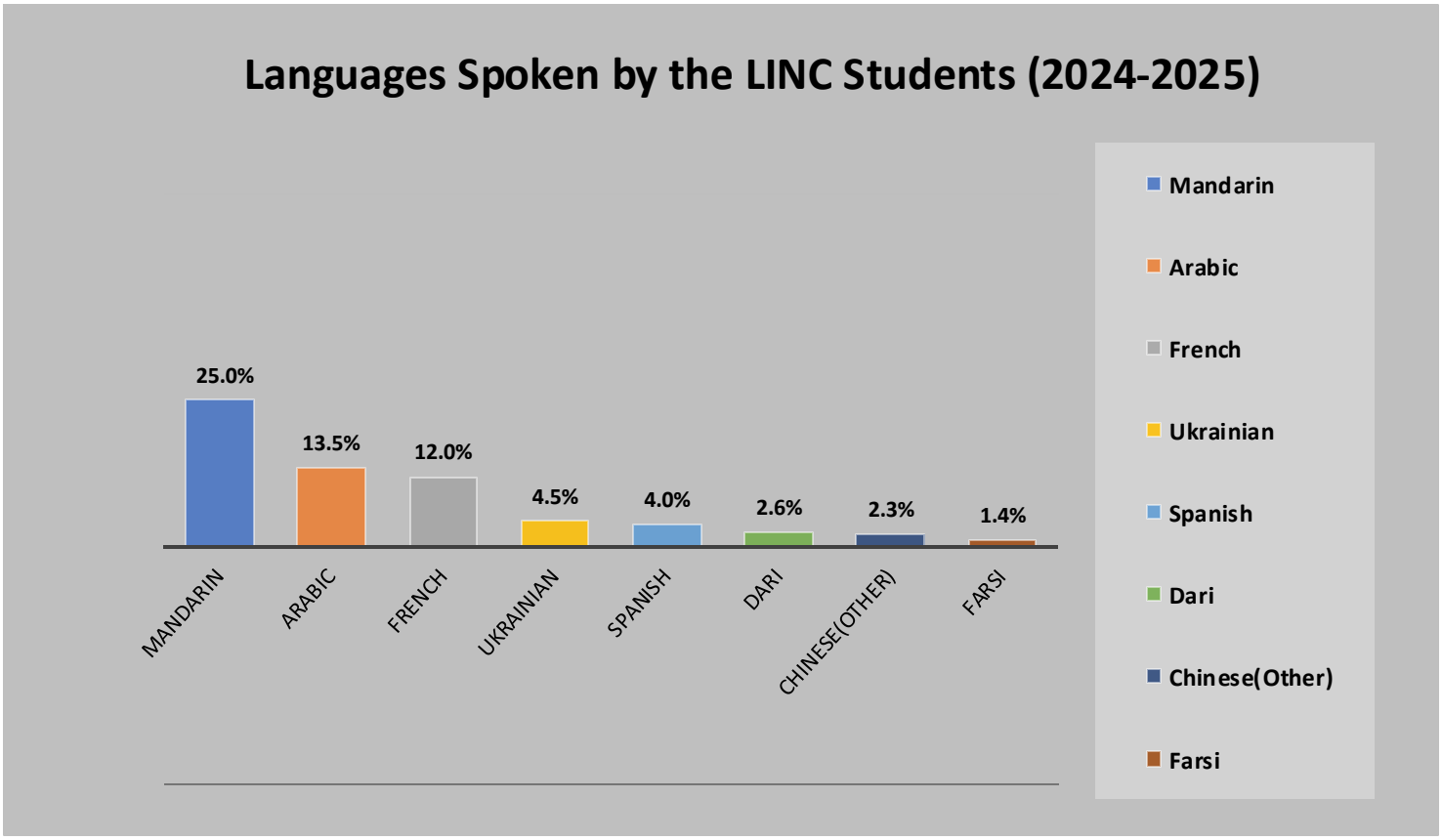
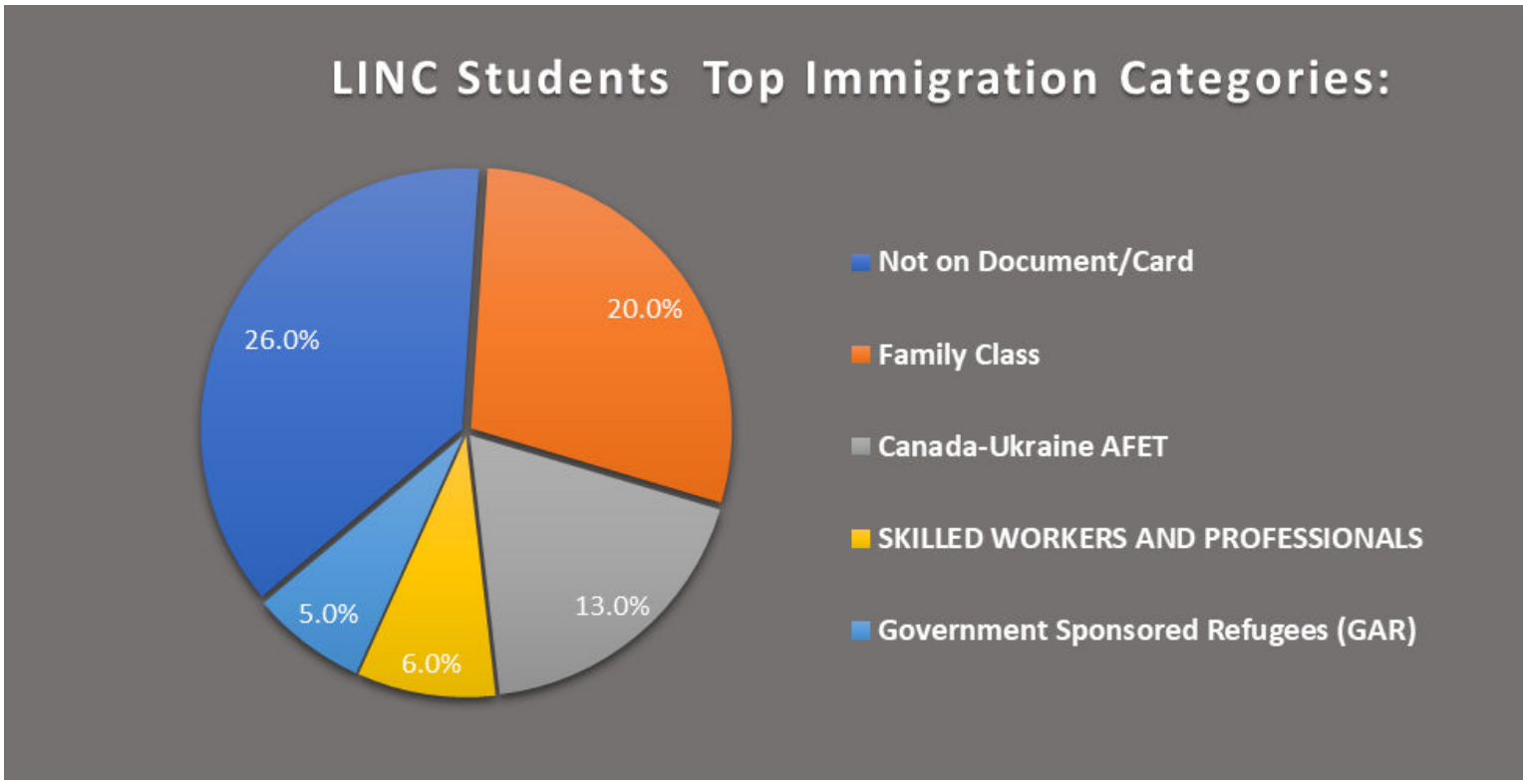
We are proud to have students from all over the world in our classes. In this reporting period, **they spoke 40 different languages, coming from 67 different countries!** *Please see the chart below as an illustration*.



LANGUAGE SERVICES

Top immigration categories of our LINC students in this period:



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

LANGUAGE SERVICES

Virtual (Zoom) LINC class:

From the LINC students & teachers field trips:

LANGUAGE SERVICES

We continued to deliver on-line English courses for a fee (Beginner, Low and High Intermediate and Advanced), for non-LINC eligible clients, responding to the demand for such courses in the community.

OCCSC Language Program very successfully continues being a CELPIP test site, with its space and trained staff accommodating the test-takers for several years now. To attest to our good work, we were asked to add another time slot to our already existing Thursday and 2 tests on Saturday, so now we have Friday open for the test-takers, too.

From the clients:

"This centre is really excellent; far superior to the place I did an IELS test. It so professional and welcoming and uplifting at the OCCSC Center! The last place was horrible and disrespectful."

"Of all the places I had taken CELPIP, this (OCCSC) was by far the most professional and the best! I will leave a very positive review."

Treasurer's Report

Treasurer's Report – Fiscal Year Ending March 31, 2025

I am pleased to present the Treasurer's Report for the Ottawa Chinese Community Service Centre (OCCSC) for the fiscal year ending March 31, 2025. The audited financial statements, prepared by Raymond Chabot Grant Thornton LLP, confirm that OCCSC's financial position and operations comply with Canadian accounting standards for not-for-profit organizations.

Financial Overview

The Centre ended the year with total revenues of $3,355,387 and total expenses of $3,245,778, resulting in an excess of revenues over expenses of $109,609. This surplus reflects prudent financial management and strong support from our funders.

Revenue Sources

The majority of our funding comes from government contributions, with Immigration, Refugees and Citizenship Canada providing $2.4 million. Other significant sources include Employment and Social Development Canada, the City of Ottawa, Health Canada, and the Ontario Ministry of Citizenship and Immigration. Donations and fundraising totaled $6,094, user fees contributed $103,467, and investment income added $63,675.

Expenses

Salaries and benefits remain our largest expense at $2,618,762, followed by rent and utilities ($294,058) and office and general costs ($117,999). All expenses were managed carefully to ensure efficient program delivery.

Treasurer's Report

Net Assets and Cash Position

At year-end, OCCSC's net assets totaled $1,965,289, up from $1,855,680 last year. Of this, $292,144 has been designated as an Internally Restricted Reserve Fund to support strategic initiatives and provide contingency for emergencies. Cash on hand increased to $1,494,537, strengthening our liquidity.

Key Developments

- Creation of the Reserve Fund for financial resilience.
- Strong cash position and investment management.
- Continued diversification of funding sources.

Looking Ahead

OCCSC remains financially stable and committed to transparency and sound financial stewardship. We will continue monitoring funding trends and managing costs effectively to ensure sustainability.

Thank you to the Finance Committee, staff, and partners for their dedication and support.

Jun Chen, CPA, LPA, CFE
Treasurer, OCCSC