



2020 Annual Report Rapport annuel 2020



Mission

OCISO supports immigrants through the journey of making Canada their home by providing creative and responsive programs that are culturally and linguistically appropriate, by building community through mutual respect and partnerships, and by fostering healthy and inclusive spaces for open dialogue and healing.

Vision

OCISO envisions Ottawa as an inclusive city in which all immigrants contribute their gifts, skills, values and culture; strengthening and transforming our community life.

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Message from the President and Executive Director

While we simply could not have imagined how our year would unfold when we embarked on the 2019-2020 fiscal year, we are proud to report that we have continuously delivered on our mandate. We have done this despite seemingly insurmountable challenges and uncertainty, pivoting our service delivery model mid-stream to continue to serve the community and our clients, without interruption.

We saw a significant increase in overall demand for OCISO's programs, with increased numbers of clients coming through our doors and more of these being refugees. Further, we saw a significant increase in services delivered to children and youth, both in the school and community settings. The numbers are telling, as they point to an increase in need for our services, particularly among the most vulnerable in our community.

We also continued to deepen our understanding of the complexity of the needs of our most vulnerable clients, as they navigate settlement and integration pathways. Inroads we have made over the past year in better supporting these populations include:

- Enhanced supports for victims of violence, in the areas of clinical counselling, housing and legal supports.
- One-on-one technology training to youth, facing multiple barriers and who otherwise could not access services.
- Specialized wrap-around employment supports to newcomer youth, entering the job market for the very first time.
- Counselling and connections for refugee claimants experiencing challenges with accessing health services, housing and education.

As OCISO expands service delivery across its programs, this growth has led us to explore a new location in the east of Ottawa, at the new and dynamic Rideau Hub. This space provides a hub with many community partners in residence, facilitating the ease for referrals, collaboration and most importantly, expanding our reach to serve clients within the east of Ottawa.

The COVID-19 pandemic was unprecedented for all of us and alongside our community, OCISO ensured clients' needs were supported, by transforming service delivery to on-line delivery models within days of closing our doors. We witnessed the incredible strength and resilience of our employees and clients, while navigating an ever-changing reality. We as a community, worked together to create innovative service delivery models, share best practices and identify new approaches, that not only serve our sector well today, but are also critically relevant for a post COVID-19 world.

We moved from a three year to five-year funding agreement with Immigration, Refugee and Citizenship Canada (IRCC). This longer-term commitment allows OCISO to plan strategically and deliver on our priorities, as we move through the COVID-19 recovery and beyond.

Recent studies exposing the extent to which COVID-19 has disproportionately affected immigrant and refugee populations and that the "causes of these inequities are complex and often rooted in social and structural inequities, including systemic racism" come as no surprise to us. The convergence of the unequal impact of COVID-19 with the #BlackLivesMatter movement and calls for the community to condemn violence inflicted on Black communities have caused OCISO to reflect on our role and advocacy in anti-Black racism, in a time of COVID-19.

The injustice of this disproportionate impact of COVID-19 on newcomer populations and racialized communities demands action and creates a vital window of opportunity for communities to come together in support of transformative change. At OCISO, we are committed to creating space and time for these critical discussions. We have concrete plans to evolve our internal and external engagement to consider our unique role in supporting efforts to build a new and more inclusive community, as we think about how we continue to cope with and recover from the impacts of COVID-19 on the Ottawa newcomer community.

This year, more than ever, we would like to express our deep gratitude to OCISO employees, board members, volunteers, funders, donors and community partners, for digging deep to support our work and the communities we serve through a very tumultuous time. A tremendous thank you to Karyn Steer and Agnes Wedrychowicz, who brilliantly led OCISO through the early response to COVID-19 during Leslie Emory's leave of absence. OCISO Board President, Jessie Thomson ends her six-year term this year.

She has been an incredible force for good during her time at OCISO and we will miss her gentle guidance and fierce support for the work we do.

As ever, let us continue to support one another in our unwavering commitment to help newcomers to Canada to settle and integrate into welcoming communities, where they can contribute their unique gifts, strengthening and transforming our community life. We have learned this year, that coming together in times of crisis is what the people of Ottawa do best, but we have also learned that we have work to do to ensure that no one is left behind. Now 42 years since OCISO opened its doors, our mandate and mission are as relevant as ever, with new tools being harnessed and new challenges making the journey to integration that much more complex. OCISO will continue stand up to injustice and ensure that our community is a place of welcome and solidarity, even in these uncertain and unprecedented times.

Jessie Thomson
Board President

Leslie Emory
Executive Director

Karyn Steer
Interim Executive Director

Message de la présidente et de la directrice générale

Alors que nous ne pouvions pas imaginer comment notre année se déroulerait lorsque nous avons entamé l'exercice financier 2019-2020, nous sommes fières de dire que nous avons continué à respecter notre mandat. Nous y sommes parvenus malgré des défis insurmontables et de l'incertitude en déviant notre modèle de prestation de services en cours de route afin de continuer à servir la communauté et nos clients sans interruption.

Nous avons constaté une forte hausse des demandes aux programmes de l'Organisme communautaire des services aux immigrants d'Ottawa (OCSIO). Un plus grand nombre de clients ont franchi nos portes, dont de plus en plus de réfugiés. En outre, nous avons vu une importante augmentation des services offerts aux enfants et aux jeunes, tant dans le milieu communautaire que scolaire. Les chiffres sont révélateurs, puisqu'ils mettent en lumière la croissance des besoins pour nos services, particulièrement chez les personnes les plus vulnérables de notre communauté.

Nous avons également continué d'approfondir notre compréhension de la complexité des besoins de nos clients les plus vulnérables qui entament leur parcours d'intégration et d'adaptation. Au cours de la dernière année, nous avons pu mieux soutenir ces populations grâce aux réalisations suivantes :

- un soutien amélioré pour les victimes de violence dans les secteurs du counseling clinique, du logement et du soutien juridique;
- des formations individuelles sur les technologies pour les jeunes confrontés à plusieurs obstacles qui, autrement, n'auraient pas accès aux services;
- du soutien spécialisé complet aux jeunes nouveaux arrivants qui entrent sur le marché du travail pour la première fois;
- du counseling et des contacts pour les demandeurs d'asile qui éprouvent des difficultés à accéder aux services de santé, au logement et à l'éducation.

Alors que l'OCSIO élargit la prestation de services à l'échelle de ces programmes, cette croissance nous a permis d'explorer un nouvel espace dans l'Est d'Ottawa, soit le Carrefour Rideau. Cet espace dynamique comporte plusieurs partenaires communautaires en résidence, facilitant ainsi l'aiguillage et la collaboration. Mais, plus important encore, ce carrefour nous permet d'étendre nos activités aux clients de l'est d'Ottawa.

La pandémie de COVID-19 a eu une incidence sans précédent pour tout le monde. En collaboration avec notre communauté, l'OCSIO a veillé à répondre aux besoins de ces clients en transformant la prestation de services à un modèle virtuel quelques jours seulement après avoir fermé ses portes. Nous avons été témoins de l'incroyable force et de la résilience de nos employés et de nos clients, tout en faisant face à une réalité en constante évolution. En tant que communauté, nous avons travaillé ensemble pour créer des modèles de prestation de services novateurs, partager des pratiques exemplaires et trouver de nouvelles approches qui non seulement contribuent à notre secteur aujourd'hui, mais le feront de façon pertinente dans un monde de l'après-COVID-19.

Nous sommes passés d'une entente de financement de trois ans à une entente de cinq ans avec Immigration, Réfugiés et Citoyenneté Canada (IRCC). Cet engagement à plus long terme permet à l'OCSIO de planifier de façon stratégique et de déployer ses priorités à mesure que nous nous remettons de la pandémie de COVID-19.

Les récentes études exposant le degré auquel la COVID-19 a touché les populations immigrantes et réfugiées de façon disproportionnée et que les « causes de ces iniquités sont complexes et souvent enracinées dans des iniquités sociales et structurelles, y compris le racisme systémique », ne sont pas surprenantes. La convergence de l'incidence inéquitable de la COVID-19 avec le mouvement #BlackLivesMatter et les messages appelant la collectivité à condamner la violence infligée aux communautés noires a incité l'OCSIO à réfléchir à son rôle de sensibilisation au racisme anti-noir en ces temps de pandémie.

L'injustice de l'incidence disproportionnée de la COVID-19 sur les populations de nouveaux arrivants et les communautés racialisées exige un plan d'action et crée une fenêtre d'opportunité essentielle pour rassembler les collectivités en soutien au changement transformateur. À l'OCSIO, nous nous engageons à créer du temps et de l'espace pour ces discussions cruciales. Nous avons des plans concrets visant à faire évoluer notre engagement interne et externe afin de promouvoir notre rôle unique en vue d'appuyer les efforts pour bâtir une nouvelle communauté plus inclusive alors que nous réfléchissons aux moyens que nous allons prendre pour continuer à nous adapter à l'incidence de la COVID-19 sur les nouveaux arrivants d'Ottawa.

Cette année, plus que jamais, nous voulons exprimer notre profonde reconnaissance envers les employés, les membres du conseil d'administration, les bénévoles, les bailleurs de fonds, les donateurs et les partenaires communautaires de l'OCSIO pour leur généreux appui à notre travail et aux communautés que nous servons en cette période tumultueuse. Un immense merci à Karyn Steer et à Agnes Wedrychowicz, qui ont dirigé l'OCSIO avec brio au début de la pandémie pendant le congé de Leslie Emory. Jessie Thomson, présidente du conseil d'administration de l'OCSIO, termine son mandat de six ans cette année. Elle a été une force incroyable au cours de ses années à l'OCSIO; sa sagesse et son appui indéfectible pour le travail que nous faisons vont nous manquer.

Plus que jamais, continuons de nous soutenir mutuellement dans notre engagement inébranlable visant à aider les nouveaux arrivants à s'installer et à s'intégrer au Canada dans des communautés accueillantes. Ils pourront y apporter leurs dons uniques, renforçant et transformant ainsi notre vie communautaire. Cette année, nous avons appris que le fait de nous rassembler en temps de crise est une des forces des Ottaviens, mais nous avons également constaté que nous avons du travail à faire pour nous assurer que personne n'est laissé pour compte. Voilà 42 ans que l'OCSIO a ouvert ses portes. Sa mission et son mandat sont plus pertinents que jamais, alors que de nouveaux outils sont mis en œuvre et que de nouveaux défis rendent le parcours vers l'intégration encore plus complexe. L'OCSIO continuera à s'insurger contre l'injustice et veillera à ce que notre communauté soit bienveillante et solidaire, même en cette période incertaine et sans précédent.

Jessie Thomson
Présidente du
comité de direction

Leslie Emory
Directrice générale

Karyn Steer
Directrice générale
par intérim

Settlement and Integration Program

The Settlement and Integration Program (SIP) engages with clients through the provision of services supporting their settlement and integration journey. SIP further supports volunteers and the broader community in their efforts to welcome newcomers.

The SIP team is comprised of individuals with a diversity of language backgrounds, talents and areas of expertise. Services are delivered in 19 languages via needs assessments and information and orientation sessions, covering various topics key to effective settlement. Individual action plans and one-on-one consultations are available as required. Specialized services are delivered to newcomer seniors and the LGBTQ community.



During the 2019-2020 fiscal year, SIP delivered 10,415 services to 3,230 clients. We facilitated 34 Group of 5 applications with multiple family members. The Group of 5 facilitator supports the groups with their applications and connects refugees to settlement and other services upon arrival.

The Friends of the Family program had a great year, connecting newcomer families with local families and volunteers. We matched 20 new families to their local friends and organized 10 social events – such as cross-country skiing, end of the year celebrations, craft-making and learning to camp. We collaborated with partners, including the Nakkertok Ski Club, Parks Canada and Ottawa Suzuki Strings.

The Diverse Seniors program continued to grow. In partnership with Jewish Family Services and five other organizations, it focuses on reducing isolation, building language skills and providing health education to immigrant seniors.

“The seniors’ group has become like a family to me. I especially have enjoyed the excursions, such as the trip to the Tulip Festival.”

— Edith Kankindi, participant in OCISO’s Diverse Seniors Program

“It’s nice to learn something new and share in Canadian culture. It’s all about the community coming together. Canadians are now our family.”

— Neama Alkadour, participant in SIP’s Friends of the Family program.

Facts at a Glance

3,230

clients received
10,415 services.

34

Group of 5
applications.

20

newcomer
families matched
to local friends.

Counselling Program

The Counselling program offers clinical support within a multilingual, culturally-diverse model, providing services to individuals, families, couples and groups. In 2019-2020, languages of service included English, French, Arabic, Spanish, Farsi, Dari, Tigrigna, Somali, Tamil and Greek.

Many of these individuals are dealing with the direct consequences of having suffered traumatic life events prior to migrating to Canada or are victims of war trauma. They also face the mental health challenges associated with the post-migration adaptation and integration process. The Counselling program continued to support this population and all immigrants in addressing their mental health needs. This program offers counselling onsite and at other deemed locations through our Mental Health Outreach program.



The majority of clients originated from Syria, Iraq, Iran, Lebanon, Nigeria, Mexico, Afghanistan, Egypt, Haiti and El Salvador. The program provided 316 hours of indirect service — supporting clients through case conferences, clinical consultations and the provision of reports for immigration hearings — in collaboration with over 150 community partners. The Counselling program continued agreements with the Ottawa-Carleton District School Board and the Ottawa Catholic School Board, to provide culturally and linguistically appropriate mental health supports to refugee and immigrant children in the school setting.

The Time for Change Program (T4C) continued as part of Counselling program this year. T4C is an initiative dedicated to young adults, adults and their families who are impacted by gang involvement and street violence.

“In a situation of deterioration, I went to OCISO. Idle and humiliated by my country and its allies, I was paralyzed by the symptoms of persecution. When I met my counsellor, with tears in my eyes, I had psychological comfort. She provided me with counselling and the strategies to give me the meaning of life. I gave myself confidence. I felt a total change. In the end, I was psychologically restored.” — F.P. OCISO client

Facts at a Glance

367
clients served from
62 countries.

2,513
hours of direct
service provided.

316
hours of indirect
service provided.

480
hours of support
from student,
administrative
and IT volunteers.

Multicultural Liaison Officer Program

The Multicultural Liaison Officer (MLO) program provided settlement needs assessment, information and orientation, referrals and language and cultural interpretation to newcomer parents and students, in the school setting. The program also assisted school staff in creating a welcoming environment for newcomers.

The program is delivered in partnership with the Ottawa Carleton District School Board and Ottawa Catholic School Board. The school boards connected students requiring settlement services to MLOs. In addition to school sites, MLOs provided support to the Family Reception Centre and Family Welcome Centre, where newly arrived students to Ottawa are registered.

The MLOs provided workshops, focusing on the education system in Ontario. Topics included requirements for graduation, pathways and course selection for high school students, Canadian culture and values, Canadian income tax, helping children to learn, understanding the progress report card, high school requirements, youth employment, parents meet and greet and technology addiction.



The NOW program was held in August 2019 at Ridgemont High School to welcome newly arrived students and introduce them to the education system. Feedback from the participants and peer leaders (participants from 2018) was positive.

“I want to thank you for all your help with my children. Without your great help, it would have been very difficult. Today, when I received my son’s degree at the door, I was the happiest mom and I thought of you. God take care of you always so that you can continue helping so many families that come to this beautiful country. You are a very special being, thank you for each advice and for caring about us.”

— Jaquelin Rodriguez, parent with two children participating in the MLO program

Multicultural Inmate Liaison Officer (MILO) Project

The Multicultural Inmate Liaison Officer (MILO) project provided supportive counselling to inmates with an immigrant background at the Ottawa-Carleton Detention Centre. It supported 350 clients through weekly group sessions, as well as one-on-one supportive counselling. The project facilitated community connections for inmates by supporting them to rebuild their relationships with family and community. MILO delivered 110 information sessions, covering topics such as managing addiction, anger management techniques, faith and prayer, mental health in the cultural context, cultivating patience and contributing to community.

Facts at a Glance

4,429

clients received
direct individual
services

178

group orientation
and information
sessions delivered
to 559 clients

Community Economic Development Program

The Community Economic Development (CED) program delivers employability development programming to support newcomers to obtain employment in their field, develop an understanding of the Canadian workplace culture, build networks and develop an understanding of employment maintenance and advancement within the Canadian workplace.

CED programs include Career Mentorship, Federal Internship for Newcomers (FIN) Mentoring, Refugee and Immigrant Supports to Employment, Service Delivery Improvement Innovation — Workplace Language Training, Foreign Credential Recognition Mentorship, Ottawa Connector and Pre-Arrival Mentoring.

The CED team continues to mentor organizations in the region, to embed mentorship within their employment initiatives. In readiness for the upcoming fiscal year, CED is working closely with the Immigration Refugees and Citizenship Canada (IRCC) FIN team to deploy the FIN mentorship component nationally.



The CED program participated in the Social Enterprise Consortium, to undertake a pan-Canadian pilot study with settlement organizations. The IRCC-funded initiative's central feature of study was an experiment in which employability development services were provided to international students, workers and employers.

CED continues to be at the forefront of leading capacity building within employability development for newcomers, showcasing innovative models at various panels at the International Metropolis Conference held in Ottawa in June 2019.

This year, CED programs matched over 700 newcomer clients with mentors and connectors (Ontario professionals) and case-managed a monthly average of 300 active mentorship matches.

Programming continues to experience growth through innovative and proactive approaches to supporting newcomers to employment and beyond. At the core of CED programming is the continued support of over 632 active mentors and connectors, representing over 100 organizations and federal government departments.

The CED team thanks the community's generous and benevolent spirit in helping to support newcomers to integrate into the Canadian workforce.

“Richard Tobin, my mentor, helped me to set my goals, to focus on my job search and provided different types of support — with interviews, encouraging me to volunteer in my field and helping with networking. He helped me to learn more about my field in Canada. He helped me to write a resume and helped with my English writing.”

— Dr. Silvia Sant'Anna, former OCISO mentee (After finding employment in her field, Silvia has now become a mentor herself).

Facts at a Glance

632

active mentors and
connectors from
100+ organizations/
federal government
departments.

700+

clients matched
with mentors and
connectors

300

monthly
average number
of case-managed
active mentorship
matches.

Language Instruction for Newcomers to Canada

The Language Instruction for Newcomers to Canada (LINC) program served clients from 54 countries around the world, with over 35 languages spoken.

The LINC program provides English language training to newcomer clients in the context of settlement and community integration. Eight full-time classes, from literacy to advanced English serve up to 152 clients per day. We also provide childcare to 32 children per day. As well, we offer two part-time evening classes, serving an additional 40 clients and 24 of their children.

This past year, we saw 402 clients come through our doors. Students came from 54 countries; with most arriving from Syria, Bhutan, Iraq, Somalia and Ethiopia.

LINC classes were actively engaged in the community this year, participating in *Spring Cleaning the Capital* and volunteering at the Salvation Army. More highlights included a Halloween party, a fundraising rummage



2019-2020 was also a year of celebration as Teachers of English as a Second Language (TESL) Ontario honoured OCISO's long-time LINC instructor, Alison Thuot (left) with a Sparks of Excellence Award at their 47th annual conference in Toronto.

sale and a seasonal apple-picking trip. Many community partners benefited from working with us as well this year, including: Ottawa Public Health, Ottawa Public Library, University of Ottawa Community Legal Clinic and City of Ottawa Recycling. We hosted Certificate in the Teaching of English as a Second Language (CTESL) and Early Childhood Education (ECE) interns from Carleton University, Algonquin College and University of Ottawa.

The volunteer program continues to be an integral part of LINC and the community. Volunteers ran reading groups, conversation circles, supported students one-on-one with academic tasks and helped out with the childcare.

The Real English program, funded by the Ministry of Children, Community and Social Services, completed year two of a three-year pilot. This year saw great attendance in the hands-on literacy class for non-progressing learners. *Mom and Me*, run out of the Herongate Hub, saw many new drop-in faces from parents and grandparents.

“Hi teacher, I signed up for Fluentu. It’s very useful and I learned a lot of new words to use when I’m speaking to someone. Actually, I finished the three videos with their quiz. I’m so interesting in your new assignments and I’ll check them every day. I finished all of your exercises and the score is always complete. Thanks, teacher, for your caring and stay safe.”

— Message from Hassan, LINC student, to his teacher, shortly after the transition to online learning because of COVID-19.

“Thank you to the OCISO school, because when I came to Canada I didn’t speak a word of English, now when I speak to Canadians they understand me.”— Ahmed Aliss, LINC student who came to Canada from Syria in 2016.

Facts at a Glance

402

clients from
54 countries

8

full-time
classes,
serving up to
152 clients
a day

2

part-time
evening classes,
serving
40 clients

32

children a day
and 24 during
evening classes
received
childcare

YOCISO (Youth Program)

YOCISO provides inclusive, collaborative, and safe programming to immigrant, refugee and first-generation immigrant, racialized and marginalized youth, aged 13 to 24. It provides academic support, after school recreational activities, a sports program, along with employment, artistic expression, creative writing and life skills workshops.

During the 2019-2020 fiscal year, 3,509 newcomer youth accessed YOCISO services and resources at the Newcomer Youth Centre. The centre serves as a gathering place for newcomer youth to learn new skills and obtain information, while building relationships with each other.

By creating a safe space for newcomer youth, YOCISO helps to target some of the barriers they face, such as social isolation, self-esteem issues, language development, discrimination, mental health issues and family dynamic and intergenerational conflicts.



The Newcomer Youth Centre onboarded 37 new volunteers who logged in 585 hours, guest speaking during workshops, providing academic support (tutoring and homework help) and assisting during daily programming.

YOCISO continues to maintain community partnerships and engagement. Through these partnerships, it has hosted guest speakers from diverse backgrounds to share their knowledge, expertise and experiences with the youth. YOCISO hosted the YPX Youth Exchange, where the newcomer youth planned and hosted the event and also showcased their talents and cultures. YOCISO participated in various events, including the Heron Gate winter fun day, a Carleton University Black History Month event, and the World Folk Music musical.

This year, YOCISO completed a program evaluation which indicated a high rate of newcomer youth satisfaction. YOCISO continues to be a pillar of support in the Ottawa region, offering engaging and innovative programming to newcomer youth.

“YOCISO is always good people, good energy, and you get to meet new people from all around the world. I feel like it’s a safe place for immigrants to pull up and do their thing.”

— Mylow-James Norton Bolivar, YOCISO client

Facts at a Glance

3,509
newcomer
youth clients

37
new volunteers
contributing
585 hours
of their time

Refugee 613

Refugee 613 completed another year of providing information and connection to support refugee welcome in Ottawa and beyond, while growing as a team and leaning in to our expertise in migration communications.

Staff delivered settlement service information, policy updates and educational content by answering public inquiries, delivering monthly newsletter bulletins, maintaining an active and growing social media presence and piloting innovative digital projects in four communities across Canada. Partners continue to come together to share information and generate collaborations at our stakeholder, housing, and refugee sponsorship tables, and our WhatsApp group continues to provide 500 Arabic-speaking newcomers with settlement information and referrals every day.

In late 2019 the Refugee 613 team rolled out a community-wide survey and targeted focus groups with stakeholders, community leaders, service providers and newcomer communities to better understand our value to partners. The insights gained have guided us in the development of a vision for long-term sustainability.

In June, Refugee 613 held the second annual Kindness of Strangers event to great success, with speakers sharing powerful stories of human compassion and connection to a sold-out audience. Broadcaster Mark Sutcliffe, who returned as event chair, described it as “an extraordinary evening, like no other I’ve been involved in. It’s powerful, inspiring, energizing, stimulating, humbling and thought-provoking.”

The Allies for Refugee Integration project, in partnership with the Ontario Council of Agencies Serving Immigrants, entered the pilot testing phase of developing new ways for privately sponsored refugees, their sponsors and services providers to collaborate more effectively. Pilots launched in early 2020 in Kingston, Toronto, Kitchener-Waterloo. Check back next year for results!



Thanks to our Generous Donors

We wish to extend a heartfelt thanks to all of the individuals and corporations who donated to OCISO during the last year. Here are a few highlights of our fundraisers:

Run for a New Start

This year's Run for a New Start featured 158 OCISO volunteers taking part in Tamarack Ottawa Race Weekend. They walked and ran in 2km 5km, 10km, half marathon and marathon events. These volunteers raised a record-breaking \$37,873 to support the important work of Refugee 613 in the Ottawa area! Our amazing Run for a New Start team had the second largest fundraising total among charities participating in the Scotiabank Charity Challenge. Our sincere thanks go to Scotiabank and the more than 400 individual donors who generously sponsored our team members.



Marion Dewar Scholarship Fund

Thank you to everyone who attended the Marion Dewar Scholarship Fund (MDSF) fundraising dinner at Algonquin College's Restaurant International on November 6, 2019. It was a great success – raising \$10,661 towards the MDSF! A special thanks goes out the volunteer organizing committee – Donna Holtom, Cathy Dewar and Jack McCarthy – for their hard work in building Marion's legacy in our community.



The MapleWishes Foundation donated \$1,500 donation to the MDSF to cover one of the scholarships. For the second year in a row, WEunlimited, which supports women's education, organized a fundraising dinner and maple syrup sale, with more than \$2,900 raised for the MDSF.

A Night in Thailand

A group of Algonquin College Hospitality and Tourism Management students organized A Night in Thailand, a fundraising dinner at Algonquin's Restaurant International and raised close to \$4,000 for OCISO.

Marion Dewar Scholarship Fund 2019 Recipients

The Marion Dewar Scholarship Fund (MDSF) was established in 2009, in honour of the late Marion Dewar, former Mayor of Ottawa. The scholarship provides financial support to foster academic and leadership excellence in immigrant and refugee youth. Each year, a \$1,500 scholarship is awarded to three newcomer youth going on to post-secondary education in the National Capital Region.

We wish to congratulate the recipients of this year's MDSF:

Alexandra Nesrallah

"Receiving the Marion Dewar scholarship is a great honour! The financial aspect remains minimal compared to the pride I feel in demonstrating the necessary qualities to earn this award. Through the chapters of my story such as immigration, academic adversity, financial need, school and community involvement and my future goals, I am happy that I have demonstrated the sufficient criteria to earn this scholarship."



Hilary Dondji Akazong Dulcinée

"My long-term goal is to be an actuary at the World Bank. This would provide me with the opportunity to work in a balanced, financially rewarding and globally-respected profession that makes a difference and gives back to the community. Receiving this scholarship is the only way I can attend university without being stressed by money."



Prabasha Indrajit Rasaputra

"Before my mother passed away, she told me that I could choose any career, not necessarily in the medical field, as she just wanted me to be happy. But I assured her that this was my dream too and her face lit up. Since then I have made it my goal to succeed and work in the medical field in memory of my mother."



Summarized Statement of Operations, Financial Position and Changes in Fund Balances

	2019	2020
Revenue:		
Grants	6,717,349	7,057,706
Fundraising and donations	168,210	151,209
Other revenue	38,078	83,413
	\$ 6,923,637	\$ 7,292,328
Expenses:		
Program expenses	5,659,763	5,994,911
Occupancy	718,760	703,178
Administrative and related costs	333,380	249,481
	\$ 6,711,903	\$ 6,947,570
Excess Revenue over Expenses	\$ 211,734	\$ 344,758
Assets:		
Cash and prepayments	1,586,160	1,561,915
Investments	293,919	134,279
Grants and trade receivables	321,829	668,575
Long term assets	355,492	302,666
Total Assets	\$ 2,557,400	\$ 2,667,435
Liabilities and Fund Balance		
Liabilities:		
Bank debt and other payables	1,846,529	1,667,380
Long-term debt and other obligations	259,214	203,640
	\$ 2,105,743	\$ 1,871,020
Changes in Fund Balance		
Fund balance (Deficit) — Beginning	239,923	451,657
Excess (Deficit) for the year	211,734	344,758
Fund balance (Deficit) — Ending	\$ 451,657	\$ 796,415
Total Liabilities and Fund Balance	\$ 2,557,400	\$ 2,667,435

Valued by OCISO



OCISO Board of Directors

Jessie Thomson President	Robyn Aaron Director	Alan Hamson Director
Noah Arshinoff Vice-President	Eric Agyemang Director	Sameer (Ron) Sharma Director
Kathy Liu Treasurer	Rahul Chandran Director	Marianna Shturman Director
Luz Maria De-Regil Secretary	Liliana Chiroque Director	

Ottawa Community Immigrant Services Organization

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