





OCISO President and Executive Director Report

Never underestimate the capacity of a good team with a common purpose. Back this up with an engaged community and amazing things can happen.

In recent years, Ottawa residents have been inspired to act in response to the global refugee crisis. Friends, neighbours, faith groups, community associations, settlement agencies and all three levels of government came together to support the large-scale resettlement of thousands of refugees.

OCISO has risen to the challenge, creating new programs and initiatives, bringing innovation to existing areas of work, while also introducing fresh and creative ways of working and new partnerships with all of the diverse actors involved in this response. We are pleased with how we have been able to advance our work in support of vulnerable populations, with over 12,000 clients served this past year.

OCISO supported greater numbers of refugees this year than in previous years. In addition to the recently arrived Syrians, Afghans and Iraqis, new arrivals joined us from countries such as Bhutan, Burundi, Congo, Eritrea, Ethiopia, Philippines and El Salvador and more.

OCISO 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

Our innovative "Peer Support for Youth and Women" and "Friends of the Family" programs have matched refugees and refugee families to dozens of individual volunteers and volunteer groups in the Ottawa area, providing much needed psychosocial support and helping newcomers integrate into the community.

Likewise, we are blessed to have had close to 400 OCISO volunteer Mentors offering their support to a diverse set of newcomer programs, including the innovative "Refugee and Immigrant Supports to Employment" (RAISE) program and the Immigrant Women Mentoring Network (IWMN).

Our "Language Instruction for Newcomers to Canada" (LINC) program served clients from 46 different countries around the world. A highlight was two volunteers creating a play from students' short stories, entitled "How's It Goin'?" Seven students practiced a series of 9 vignettes for months and then performed the play for the student body and all volunteers at the annual Volunteer Appreciation Tea.

The "Time for Change" (T4C) program became part of our Counselling program this year. T4C is an initiative dedicated to male and female young adults, adults and their families impacted by gang involvement and violence.

The "Multicultural Liaison Officer" (MLO) program provided settlement needs assessment, information and orientation, referrals, language and cultural interpretation, workshops to newcomer parents about the education system and workshops for students and school staff on cross cultural awareness and understanding.

Through a youth-led approach, OCISO's youth program (YOCISO) created safer spaces for newcomer immigrant and refugee youth to amplify their voices, lived experiences, and capabilities.

We have continued our work on developing a platform for local settlement agencies to deliver settlement services online. This will enable us to reach more clients and, in particular, those who experience various barriers to face-to-face access.

All of our programs have benefited from strong support from the community, different levels of government and our total of 526 dedicated OCISO volunteers. We would like to acknowledge in particular the fundraising support we have received from Trend Micro Canada, our Run for a New Start volunteers, Ridgemont High School, St. Thomas More Elementary, SurveyMonkey, Rugby for Refugees, The Stairwell Carollers, the Global Health Committee of uOttawa and our volunteer Marion Dewar Scholarship Fund (MDSF) committee.

OCISO was founded in 1978, and as part of our 40th anniversary celebrations we have been reaching out to some of our founders and early pioneers and featuring their stories in our eNewsletter "OCISO Newcomer News" and on our website. It has been a year of connecting with our stakeholders, old and new.

Looking to the future, very recent research by the Business Development Bank of Canada demonstrates that, while many Canadian employers are experiencing significant labour shortages, the vast majority are sfacing internal barriers to hiring and retaining immigrant workers. More than ever, our work must turn to support employers in overcoming these barriers so that they can benefit from the incredible talent that has and will continue to arrive in Canada.

We are committed to carrying on the legacy of our inspiring OCISO employees, volunteers and clients of the past 40 years, offering a culturally informed bridge between recent newcomers to this country and those who arrived earlier, keeping in mind that with the exception of our First Nations peoples, we are all immigrants to Canada.



Rapport du Président et Directeur Exécutif de l'OCISO

Il ne faut jamais sous-estimer la capacité d'une équipe motivée par une cause commune. Avec le soutien d'une communauté engagée, de merveilleuses surprises peuvent jaillir.

Au cours des années récentes, les résidents de la ville d'Ottawa ont démontré un enthousiasme à répondre aux défis de la crise mondiale des réfugiés. Les amis, voisins, les groupes spirituels, les associations communautaires, les agences d'établissement et d'intégration ainsi que les trois niveaux de gouvernement se sont associés pour soutenir un nombre impressionnant de milliers de réfugiés.

L'organisation OCISO a relevé le défi en créant de nouveaux programmes et initiatives en ajoutant l'innovation aux programmes existants tout en introduisant de nouveaux méthodes créatifs et des nouveaux partenariats prêtent à soutenir cet effort. Nous sommes fiers de la façon que nous avons pu avancer notre travail de soutenir les populations vulnérables avec plus de 12,000 clients assistés au courant de l'année écoulée.

OCISO est venue à l'appui d'un plus grand nombre des réfugiés que dans les années passées. En plus des récents réfugiés syriens, afghanistans et iraqiens, il y a aussi de nouveaux réfugiés qui sont arrivés de pays divers comme Bhutan, Burundi, Congo, Érythrée, Éthiopie, Philippines, El Salvador et autres.

La Mission d'OCISO

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.

Nos programmes innovateurs de « Soutien aux jeunes et aux femmes » et « Les amis de la famille » ont jumelé les réfugiés et leurs familles avec une dizaine de groupes de bénévoles dans la région d'Ottawa pour donner le maximum de soutien psychosocial et assister les nouveaux arrivants à s'intégrer dans la communauté.

En plus, nous sommes reconnaissants d'avoir environ 400 OCISO bénévoles et mentors à OCISO qui offrent un soutien sans précédent pour des programmes variés pour les nouveaux arrivants y compris le programme innovateur 'de supports pour le réfugié et pour l'immigrant (RAISE)' et Le réseau de mentorat des Femmes immigrantes (IWMN).

Notre programme « Langue d'instruction pour les nouveaux arrivants au Canada » (LINC) a servi des clients provenant de 46 pays différents à travers le monde. Nous devons souligner deux bénévoles qui ont créé une pièce de théâtre intitulée « How's It Goin'? (Comment ça va ?) » avec des histoires racontées par les étudiants. Sept étudiants ont pratiqué une série de 9 vignettes pendant plusieurs mois et par après ont joué cette pièce devant un groupe d'étudiant et de bénévoles durant le Thé annuel d'appréciation pour les bénévoles.

Le programme « Time For Change (Temps pour le changement) » (T4C) est devenu une partie de notre programme de counselling cette année. T4C est une initiative dédiée aux familles des hommes, jeunes femmes et adultes affectés par la violence occasionnée par des récalcitrants communément appelés "gang" en anglais.

Le programme de « Multicultural Liaison Officer (Liaison multiculturel) » (MLO) dans les écoles a contribué aux besoins d'établissements et d'évaluation, d'information et d'orientation, des références, de linguistique, d'interprétation, des ateliers éducatifs pour les parents sur le système éducationnel et des ateliers pour les enfants et les représentants des écoles. Le but de ces ateliers était de développer une sensibilisation culturelle et une compréhension mutuelle.

À travers un programme orienté aux jeunes (YOCISO), OCISO a créé de nouveaux espaces pour les nouveaux arrivants immigrants ainsi que les jeunes réfugiés pour amplifier leurs voix, expériences vécues et capacités.

Nous avons continué notre travail en développant un système en ligne pour assister les agences de prestation des services pour les réfugiés et nouveaux arrivants. Cela va nous permettre de rejoindre plus de clients, et en particulier, ceux qui ont un temps limités pour des rencontres face-à-face.

Tous nos programmes ont un grand soutien de la communauté, de différents niveaux des agences gouvernementales, et au total une équipe de 526 bénévoles dévoués d'OCISO. Nous voudrions aussi reconnaître et apprécier la collection de fonds reçu de Trend Micro Canada, notre marathon pour les nouvelles étoiles bénévoles, l'école secondaire de Ridgemont, l'école primaire St Thomas More, Survey Monkey, Rugby pour refugiés, Les Stairwell Carollers, la Communauté de la santé mondiale de l'Université d'Ottawa et notre comité bénévole de la bourse Marion Dewar (MDSF)

OCISO a été fondée en 1978, et pour célébrer notre 40e anniversaire, nous avons invité les fondateurs et anciens à partager leurs souvenirs et histoires dans notre bulletin électronique eNewsletter ainsi que sur le site internet d'OCISO. C'était une année de connexion avec les anciens et nouveaux partenaires.

En regardant vers le futur, une recherche récente de la Banque de développement des affaires du Canada a démontré que, beaucoup d'employeurs canadiens ont une lacune de travailleurs qualifiés, la majorité a des barrières internes qui freinent l'embauche et la rétention des immigrants qualifiés. Plus que jamais, notre travail doit se concentrer sur le soutien des employeurs à surmonter ce défi afin de bénéficier du talent extraordinaire des immigrants qui continuent à venir au Canada.

Nous sommes engagés à un héritage qui va inspirer les travailleurs d'OCISO, bénévoles et clients des 40 ans passés en offrant un pont culturel entre les nouveaux arrivants dans ce pays et ceux qui sont arrivés il y a quelques années, en gardant en tête, qu'avec l'exception de nos Premières Nations, nous sommes tous des immigrants au Canada.



Settlement and Integration

The Settlement and Integration Program (SIP) provides comprehensive needs assessment, services and referrals for immigrants by addressing the complex and multiple issues of adjusting to their new country. This department offers services in 16 languages, reflecting the linguistic and cultural diversity of our clients.

During the last fiscal year, SIP provided 5666 settlement counselling sessions to 2095 clients. In addition, our Tax Clinic supported over 600 clients with 27 volunteers. This service provides free income tax preparation for low-income families.

The Private Sponsorship Facilitator supported 27 Group of Five applications. This year the process has undergone a significant change making the application more demanding for both the sponsors and the refugees. Therefore, having this support reduces the anxiety of the families by providing information, assisting in filling out the applications, and following up.

Our social integration programs, Friends of the Family and Peer Support, delivered many exciting group events and workshops. Peer Support delivered 54 group sessions to 463 individuals and facilitated 93 successful matches of peers and peer supporters. Friends of the Family organized 12 social events including skating, snowshoeing, carving pumpkins, learning how to camp and paddle, and many more. CBC covered this program several times as a great example of Ottawa being a welcoming community.

The department has added a service for LGBTQ newcomers by providing support on how to navigate social, employment, health and other services specific for this community.

Our Diverse Seniors Support program continues to help immigrant seniors to battle isolation by providing group sessions on English conversation, using tablets, computer classes, picnics and trips to museums. This program involved over 200 seniors and 15 volunteers.

The Settlement and Integration program relies on partnerships and good collaboration with many other organizations. We continue to work with the LASI coalition (Local Agencies Serving Immigrants), with regular referrals and program information sharing. The program hosts an employee from Housing Help, which helps with easy access to referrals and services. Similarly, our outreach counsellors are situated at our LINC location on Bank St., Algonquin College, Newcomer Information Centre, and other strategic places to be able to serve clients across the city.

Multicultural Liaison Officer (MLO)

The Multicultural Liaison Officer (MLO) program provided during the period April 1, 2017 to March 31, 2018 direct individual services, group orientation and information to 2.881 clients.

The MLO program provided settlement needs assessment, information and orientation, referrals, language and cultural interpretation, workshops to newcomer parents about the education system and workshops for students and school staff on cross cultural awareness and understanding. The program also created a welcoming school environment for newcomer students. This program was delivered in partnership with the Minister of Immigration, Refugees, and Citizenship (IRCC), the Ottawa Carleton District School Board (OCDSB) and the Ottawa Catholic School Board (OCSB).

The MLO program staff. along with YOCISO's facilitators, delivered in June 2017 the Newcomer Orientation Week (NOW). This program welcomed and oriented high school students who have recently moved to Canada and it was led entirely by secondary student Peer Leaders who received intensive training for two weeks.

The MLO program had a very busy and rewarding year. Program staff worked hard to meet the needs of all the newcomer families while learning a new Client Management System called OCMS developed by OCASI, as a new data entry tool. Despite the challenges involved in adapting to the application of the new system, the staff successfully managed to maintain a solid and high quality of service delivery and commitment to our immigrant and refugee population. The program deepened our relationship with newcomer communities and created innovative initiatives. The MLO program shared its knowledge and expertise in settlement and integration with partners and the larger community and it greatly contributed to the Ottawa wide welcoming efforts of Syrian refugees.

YOCISO PROGRAM

Through a youth-led approach, YOCISO created safer spaces for newcomer immigrant and refugee youth to amplify their voices, lived experiences, and capabilities. YOCISO provided in-school programming to immigrant and refugee youth ages 13-24 to assist in their transition and settlement to Canada.

This was facilitated through employment and orientation workshops, weekly group leadership development sessions, academic support (homework club and tutoring), after school recreational and sports programs (drop-in basketball), and opportunities for art expression through drama and dance to 1,740 newcomer youths in the Ottawa school system.

In addition, YOCISO also provided support at the afterschool Newcomer Youth Centre in which newcomer youth could access daily programming, drop-in mental health services and academic supports in an inclusive and safe environment. Youth participated in life skills workshops, creative expression, arts and music education, health and fitness workshops, social and civic engagement activities and English language support. In 2017-2018, 3,678 newcomer youth participated in group and individual services at the Newcomer Youth Centre.

This year, YOCISO piloted a Tutoring Project to support youth in finding professional volunteer tutors in the community to support academic needs. Youth referred to the project were matched with tutors based on subject, language ability and location. A total of 12 successful matches have been made so far and it is planned to adapt and continue the project into the next year.

MULTICULTURAL INMATE LIAISON OFFICER (MILO) PROJECT

The Multicultural Inmate Liaison Officer (MILO) Project provided supportive counselling to multicultural inmates with an immigrant background in the Ottawa-Carleton Detention Centre (OCDC). The project supported multicultural inmates 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.

Among the topics that were presented in orientation sessions were: anger management, volunteerism, planning life after release, positive contribution to society, and coping with stress. The MILO program provided direct individual services and group orientation to 200 clients, as well as 100 information sessions.





Language Instruction for Newcomers to Canada (LINC)

The LINC program (Language Instruction for Newcomers to Canada) provides English language training to newcomer clients in the context of settlement and community integration. Nine full-time classes from literacy to advanced English serve 160 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. In the past year, that tallies to 351 individual adult clients served and 63 children. Of those adult students, 225 progressed at least one level during the school year. Students came from 46 different countries around the world, most arriving from Bhutan, Ethiopia, Iraq, Lebanon, Nepal, Somalia and Syria.

LINC classes were actively engaged in the community this year, participating in Spring Cleaning the Capital and volunteering at the Salvation Army. Literacy classes continued expanding their outdoor and indoor gardens. More highlights included a Hallowe'en party, a fundraising rummage sale, a cultural games day and a fall photo contest. Out trips included apple picking at an orchard, Tulip Festival, Winterlude and Remembrance Day ceremonies.

The volunteer program grew to include 60 members of the community who worked regular 3-hour shifts. They ran reading groups and conversation circles, supported students one-on-one with academic tasks, and helped out in the childcare. Two experienced volunteers created a play from students' short stories, entitled "How's It Goin'?" Seven students practiced a series of 9 vignettes for months and then performed the play for the student body and all volunteers at the annual Volunteer Appreciation Tea. It was very well received!

The LINC Program worked with many partners this year including Ottawa Public Health, CAS, and the Memory Project. We hosted CTESL, TESL, Childcare and ECE interns from Carleton University, Algonquin College and Queen of Angels.

Settlement

"

I am writing this letter to appreciate all you did to make me pass this tough stage in my life, as you were and still care for me from the first day I came to your organization. You helped to me to get assistance through a counsellor to get rid of my nightmares, sleep deprivation, and decrease the depression which I felt. You were also always supportive and helpful in answering all questions and inquiries from my side.

CED

"

The FIN (Federal Internship for Newcomers)
Mentorship program was extremely helpful on my way to obtaining an indeterminate position with the Federal Government. The program found a mentor that was a perfect match for me personally and professionally, and facilitated our interactions at the initial stage. It all happened very quickly, within a couple of days. My mentor referred me to the right people, helping me to extend my sector-specific network, and helped me prepare for the governmental interview. This preparation was crucial to my ability to present my key competences and effective behaviours, as well as to be confident and positive.

Counselling

Please continue to be a light to many disadvantaged and underprivileged people in Canada and around the world, to make a difference and to leave a mark.

"

Thank you again for all the kind support, together we will continue to be stronger!!!

"

LINC

"

My teacher taught me a lot about how to use Google slides. I want more presentations everyday because I am getting stronger for my English.

,

"

I learned how to make my way in this new country. Thank you OCISO. Thank you Canada.

"

MLO

There is only so much that can be said about my learning experience with Abdirizak, he has managed to show all these qualities, which I can only imagine how many years it took for him to acquire and learn. I am a very good observer, and Abdirizak reaching out to my family members, to tell them I am doing well and love them, is to me something I could never have imagined someone doing for me in a jail.

Refugee 613

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Counselling Program

The Counselling Program offers clinical support within a multilingual, culturally-diverse model, providing services to individuals, families, couples and groups. In 2017-2018, our languages of service included English, French, Arabic, Spanish, Farsi, Dari, Tigrigna, Creole, Somali and Amharic. 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. We continue to support this population and all immigrants in addressing their mental health needs. Our program continued to offer counselling onsite and at other deemed locations through our Mental Health Outreach Program.

This year, the Counselling Program served 361 clients from 58 countries, for a total of 3137 hours of direct service. The majority of clients originate from the countries of Syria, Iraq, Iran, Congo, Lebanon, Columbia, Burundi, Afghanistan and Somali. We provided 502 hours of indirect service, supporting clients through case conferences, clinical consultations and the provision of reports for immigration hearings in collaboration with over 100 community partners.

OCISO Counselling undertook agreements with Ottawa Carleton District School Board and 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) became part of Counselling this year. T4C is an initiative dedicated to male and female young adults, adults and their families who are impacted by gang involvement and street violence. This year the Counselling Program benefitted from 300 hours from student, administrative and IT volunteers.





Community Economic Development (CED)

The Community Economic Development (CED) program delivers employability development programming primarily focused on career mentoring and networking. CED supports newcomers to obtain employment in their field, to develop an understanding of the Canadian workplace culture, to build networks and to develop an understanding of employment maintenance and advancement within the Canadian workplace applying an experiential approach.

CED programs includes Career Mentorship, Federal Internship for Newcomers Mentoring (FINP), Refugee and Immigrant Supports to Employment (RAISE), Workplace Language Training, Immigrant Women Mentoring Network (IWMN), Ottawa Connector Program and pre-arrival Mentoring.

This year, CED programs supported 411 new clients and case-managed an average of 200 active Mentorship matches per month. Within CED there are currently over 380 active Mentors and Connectors, representing over 100 organizations in the region. Over 60% of clients who exited mentoring programs to employment exited to commensurate employment within their field.

The IWMN program was funded by Status of Women and concluded with an external evaluation; overwhelmingly, mentees stated that the project was a success, in terms of their advancement into leadership roles, building confidence and addressing their individual challenges. This innovative program, with embedded mentoring to advancement supports, reinforces the significant impact that mentoring initiatives have on newcomers' success within the labour market.

The RAISE program, in partnership with Carleton University School of Linguistics and Language Studies, YMCA-YWCA Employment Ontario and Ottawa employers (EmployMENTORS), expanded supports to clients with additional funding from the Red Cross. The program supports refugee clients with low official language skills to obtain and retain employment through Workplace Language Training.

Bringing together seasoned mentors from mentoring programs in the Ottawa region, the Ottawa Mentorship Collaborative led by CED continues to develop partnerships and innovative programming to support newcomer clients to gain employment. Under this Collaborative, the mandate to expand francophone mentoring within Ottawa was realised through OCISO collaborating with La Cité collégiale, to support the college in the development of their mentorship program for Francophone clients.

National Pre-arrival and e-mentoring programs continue, with many clients supported to employment in their field within weeks of arrival in Canada, and corporate partnerships have expanded Mentorship supports. SurveyMonkey joined OCISO's Run for a New Start fundraising campaign and has opened their doors to provide speed-interviewing events and information sessions to countless Mentees.

Programming continues to experience growth through innovative and pro-active approaches to supporting newcomers to employment and beyond. At the core of programming is the continued support of Mentors across Ontario and partnerships that extend beyond the Eastern Ontario Region to not only Ontario wide, but other provinces of Canada.



OCISO is blessed with some of the most dedicated supporters and volunteers, who go the extra mile (literally) to raise funds for our programs in support of refugees and immigrants here in the Ottawa area. THANK YOU!

Our fiscal year 2017-18 saw a veritable blossoming of fundraising projects taken on by a diverse mix of groups and individuals cutting across all sectors of society.

Run for a New Start

For the second year running, OCISO fielded a team of "Run for a New Start" volunteers who ran and walked in the May 2017 Ottawa Race Weekend. This year's campaign almost doubled the results of our inaugural year of 2016-17.

We are so very appreciative that our 115 volunteers and their over 350 sponsors were able to raise a total of \$21,946! And OCISO also received a surprise bonus cheque of \$1500 from Scotiabank for having recruited the third largest number of volunteers amongst all the charities involved.

We were inspired by some very special "Run for a New Start" champions who supported us, including two school teams: Ridgemont High School and St. Thomas More Elementary.

The Ridgemont High School team generated much interest and was profiled by the Ottawa Citizen. They were all newcomer students themselves, the race was a brand new experience for them, and heart warming to think that they were actively raising funds for their fellow newcomer youth!

There was also a team of SurveyMonkey employees raising funds for "Run for a New Start", who were matched dollar for dollar by their employer. In addition, SurveyMonkey took their participation to another level and became active in our OCISO mentoring program.

Towards the end of the 2017-18 fiscal year, we started to mobilize for the third edition of "Run for a New Start", with great results, to be reported on in next year's Annual Report.

Trend Micro

Trend Micro is a global IT company with an office in Kanata. Like SurveyMonkey, they have a program that matches employee fundraising efforts, called "Give and Match." In the fall of 2017, OCISO was selected by the employees for their annual campaign, which generated one of the largest single gifts in our history: a donation of over \$45,000! Trend Micro has also become active in our mentoring program.

We salute the good corporate citizenship of private sector firms like Trend Micro and SurveyMonkey.

Rugby for Refugees

Fall 2017 also saw a unique fundraising campaign with a sports theme, "Rugby for Refugees." It was launched by a rugby team that was participating in the Rugby Sevens International Rugby Tournament, and that wanted to give back to a cause at the same time. They called themselves the "Canadian Irregulars", were supported by the Ottawa Beavers-Banshees Rugby Football Club, and raised over \$2200 for OCISO.



MDSF dinner

A highly successful fundraising dinner was held in November 2017, to raise funds for the Marion Dewar Scholarship Fund (MDSF). This sold out event was held at the Restaurant International at Algonquin College and raised over \$14,000! Guest speakers included one of the 2016 MDSF scholarship winners, Eustache Iriho. Sincere thanks to our volunteer MDSF committee for organizing the dinner: Donna Holtom, Barbara Gamble, Jack McCarthy and Cathy Dewar.

Stairwell Carollers concert

Also in November, the Ottawa choir, the Stairwell Carollers performed a benefit concert for OCISO, hosted by CBC's Adrian Harewood. It was a celebration of the choir's 40th anniversary, kick started OCISO's own 40th celebrations and raised close to \$1200 for OCISO.

Global Health Committee of uOttawa

Last but by no means least, on March 1, 2018 a group of University of Ottawa medical students found the time to organize their own fundraising dinner, at Lago Bar & Grill. The students, members of the Aesculpian Society and Global Health Committee of the Faculty of Medicine, managed to raise over \$4500, a remarkable achievement in the middle of their busy school year!

OCISO is indeed blessed to have so many groups and individuals who have helped in so many ways to raise much needed funds for our vital programs helping newcomers to Canada here in Ottawa.

Sincere thanks to you all!



Refugee 613 Project

This year Refugee 613 delivered its core service of providing information and connection to support refugee welcome in Ottawa and beyond, while growing as a team and making the transition to a more long-term vision. 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 offering public information sessions on private sponsorship. Partners continue to come together to share information and generate collaborations at our Stakeholder, Housing, and Refugee Sponsorship tables, and our Digital Messaging initiative provides more than 425 Arabic-speaking refugees with settlement information and referrals every day.

Refugee 613 was excited to play a catalyst role in developing a service brochure to help refugee claimants connect to services. The idea originated at the Refugee Network of Ottawa, and Refugee 613 provided editing, design, production and distribution services and organized a high-profile launch event. Users have embraced the tool and more than 5,000 copies of the brochure in French and English are now circulating in the community.

Our work in public education continued with the launch of Community, a storytelling web site that uses photos, videos and first-person stories to chronicle the grassroots experience during the Syrian resettlement effort of 2015-2016. We also launched a Speakers Bureau, providing training in public speaking to more than 14 former refugees, with the aim of helping them gain confidence to tell their story to a wide audience. A graduate of the program received a standing ovation at The Kindness of Strangers, a Refugee 613 event at the National Arts Centre, organized in the style of Ted Talks on the topic of altruism and compassion.

The year ended with the launch of a new strategic review to take us into 2021 with a refreshed vision and mission. Throughout all our activities, the Refugee 613 coalition is grateful to OCISO, not just for being an active partner but for being an outstanding host agency for the project itself.

Summarized Statement of Operations and Changes in Fund Balance

Revenue: Grants	2018	2017	
Fundraising and Donations	6,110,017	5,540,451	
Other Revenue	162,249	84,101	
	126,752	61,973	
Expenses:	6,399,018	5,686,525	
Program expenses	, ,	, ,	
Occupancy	5,239,472	4,486,143	
, ,	718,933	715,009	
Administrative and Related costs	302,682	318,737	
	6,261,087	5,519,889	
	, ,	, ,	
Excess revenue over expenses	137,931	166,636	
	·	·	
Assets:			
Cash and prepayments	1,087,336	213,946	
Investments	689,478	381,373	
Grants and Trade Receivable	357,610	668,682	
Long-Term Assets	413,161	376,945	
· ·	2,547,585	1,640,946	
Liabilities:			
Bank debt and other Payables	1,990,756	1,874,352	
Long-Term debt and other obligations	316,906	144,717	
	2,307,662	2,019,069	
Changes in Fund Balance:			
Fund Balance (Deficit) - Beginning	102,757	(64,644)	
Excess (Deficit) for the year	137,931	166,636	
Fund Balance (Deficit) - Ending	239,923	101,992	

Valued Funders



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada



Canada

Status of Women Condition féminine Canada

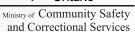
















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2016 MDSF Recipients



My name is Gebreslassie Fesha and I come from Ethiopia. Marion Dewar Scholarship lightened my financial burden and allowed me to focus on my study of Social Services at Algonquin College.

I want immigrants to feel welcome and assure them that there are people who care for them. I was able to overcome challenges with the support of many people and now I feel ready to help new immigrants who will face many barriers upon arrival to their new home.



My name is Salar Farokhi and originally I am from Iran. I am currently studying Biomedical Health Science at Carleton University.

I plan to join the medical field to become a doctor. I want to serve people and change the country that provided me an amazing opportunity and to prove to others that in this great land we are all given the chance to shine.

