



OTTAWA
COMMUNITY
IMMIGRANT
SERVICES
ORGANIZATION

2023

annual report
rapport annuel



959, rue Wellington St.

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My heart is filled with a mix of emotions – a profound sense of gratitude and pride as I reflect on the last six transformative years serving on OCISO's Board of Directors. Perhaps there's a touch of sadness too, knowing that my term as President is drawing to an end.

As we celebrate OCISO's 45th Anniversary, marking its remarkable accomplishments over the past year and charting our strategic directions for the future, I am humbled by the privilege of having been privy to the heartbeat of this incredible organization and the community it so passionately serves.

When I embarked on this journey, my goal was to serve, help innovate, and ensure that OCISO continued as a beacon of hope and support for all newcomers. Together with our talented Board of Directors, visionary management leadership, and the entire OCISO staff, we have made significant strides in our outreach and advocacy, expanded our program offerings, and created an environment where every immigrant and refugee feel welcomed, valued, and supported in our community.

Over the past few years, we have weathered challenges, celebrated triumphs, and continuously evolved to better meet the ever-changing needs of our community. We have also witnessed the enduring strength and potential of our organization. This is a testament to the executive leadership of OCISO, the resilience of our team, the unwavering support of our partners, and the trust of those we serve.

Being part of the OCISO family has been one of the most rewarding and life-defining experiences for me. Witnessing firsthand the transformative impact of our work, hearing the countless success stories, and being part of an organization that changes lives every day has been nothing short of inspiring.

I want to express my deepest gratitude to every member of our team - from the frontline staff to Mary Roman, our Executive Director. Your dedication, passion, and tireless efforts are the backbone of OCISO. To our funders, donors, volunteers, partners, and Board members – thank you for believing in our mission and for walking this journey with us.

Looking ahead, the path is brimming with possibilities. Although my formal role is changing, my commitment to OCISO's mission and values remains unwavering. As I pass the torch to the next leadership, I am filled with hope and optimism. I am confident that OCISO is poised for even greater successes and will craft an even brighter future.

Thank you for your trust, dedication, and partnership over these years. As we embark on this new chapter, let us proceed with optimism, determination, and the unwavering belief that our impact will resonate for generations to come. Here's to new beginnings and to OCISO's enduring legacy of making a difference.

Eric Agyemang
President



PRESIDENT'S REPORT

As we reflect on the past year, we celebrate OCISO's remarkable progress and achievements. Our journey has been marked by significant growth, commitment to innovation, nurturing a vibrant people and workplace culture, and enhancement of OCISO's leadership profile.

The unwavering dedication and collaborative spirit of our team, along with the steadfast support of our community, have driven OCISO's success to empower newcomers, enrich lives, and stay true to our mission for 45 years of excellence.

2022- 2023 has been a year of "Change and Transformation". Change is an inherent part of OCISO's journey; it is through embracing change that we evolve, grow, and become more effective in fulfilling our purpose. In the dynamic landscape of the non-profit sector, remaining adaptable is essential. Our commitment to positive change solidifies our ability to better respond to the evolving needs of those we serve and the challenges we aim to address. "Transformation" is not just about altering processes; it's about fundamentally shifting our approach to create more meaningful outcomes. Over the past year, we have embarked on a transformation journey, reimagining how we operate, collaborate, and engage with our stakeholders. This transformation is a deliberate effort to optimize our resources, ensuring that every action we take is aligned with our overarching mission.

OCISO showcased an exceptional growth trajectory encompassing our strategic goals. Our programs positively empowered 11,754 newcomers arriving from 128 countries who were served in 55 languages. Over 18,551 information and orientation sessions were delivered to help them settle and integrate into their new community. Our programs were administered across 186 schools. Our team delivered over 1200 clinical counselling sessions. Community Economic Development and Career Mentoring served 1135 clients. YOCISO team supported 1365 youth clients. OCISO successfully engaged 1136 volunteers who have donated over 20,000 hours to help our clients in different domains. Free tax clinic offering supported around 100 families. This remarkable growth is a testament to our commitment to serve and our willingness to adapt to the evolving needs of our stakeholders.

At the heart of OCISO's success is the dedicated team that has grown both in numbers and expertise. We have invested in continuous training and development, fostering a culture of learning and innovation. Our commitment to diversity, equity, and inclusion has led to the evolution of a dedicated passionate task force. Successful unprecedented initiatives were adopted to transform the workplace culture, staff benefits, professional development opportunities, and work tools. This reflects our commitment to valuing and investing in our employees, enabling them to thrive both personally and professionally.

Thanks to our focused exposure as a sector leader, our reimagined visual identity and storytelling approach have elevated our visibility and allowed us to connect authentically with our stakeholders. OCISO's profile expanded locally and internationally, creating a space for open dialogue, idea sharing, and meaningful public participation and advocacy. Our rebranding efforts have positioned us as a "thought leader" in our field, resulting in increased recognition, credibility, and support.

We extend our heartfelt gratitude to our employees, volunteers, partner local businesses, philanthropic organizations, and government bodies as well as our donors who all enabled us to scale and expand our programs and deepen our impact. The successful completion of the monumental strategic initiatives is due to the dedication and the invaluable contributions of the Board of Directors to imparting their knowledge vision and expertise under the exceptional leadership of Eric Agyemang. This year, a significant leap toward our long-term sustainability and capacity-building goal was attained.

As we look to the future, we remain committed to our mission and excited about the opportunities that lie ahead. Together, we are making a difference.

Mary Roman
Executive Director



EXECUTIVE DIRECTOR'S REPORT



Eric Agyemang
President



Billeh Hamud
Vice-President



Saruul Ayurzana
Treasurer



Tim Pearson
Secretary



Gordon Randall
Member-At-Large



Robyn Aaron
Director



Michelle Maragh
Director



Rahul Chandran
Director



Katya Hodge
Director



Fatymah Dido
Director



Victoria Hopkins
Director



BOARD OF DIRECTORS

OCISO by the numbers...



18,551

workshops and
orientations



55

languages
served



186

schools
served



clients from

128

countries served



255

clients found
employment



1136

volunteers
engaged



PROGRAM STATISTICS

The Settlement and Integration Program (SIP) assists immigrants and refugees through the provision of multilingual and multicultural services to facilitate their successful adaptation and integration processes in Canada. Our settlement staff works with a broad range of community service providers and partners to enhance collective community settlement and integration capacities and to sensitize the mainstream services providers to be more responsive to the needs of newcomers in Ottawa. Our services include information and orientation, making referrals, assistance with immigration forms, pro-bono legal support, income tax clinic, programs for seniors, making community connections (Friends of the Family), Outreach Coordination, and settlement for clients who identify as 2SLGBTQI+.



3459

clients served



1885

families served



92

families used
our tax clinic



"I don't know how to express my feelings how should I say thank you for trusting me for recommendation to Somali immigration family service. They hired me and today was my first day of work. I will always remember your kindness how easily I have got this position and this is my first paid job in Canada. Thank you so much"

SMM



SIP

OCISO's Settlement and Integration Program (SIP) provides support, information, and referrals to newcomers including refugee claimants, permanent residents, and naturalized Canadian citizens to build their capacities and facilitate their settlement and integration. We delivered our services in 18 languages. The top five languages of service (other than English) were: Arabic, French, Spanish, Turkish and Ukrainian followed by Dari, Nepali and Somali. Clients are served by the SIP team virtually and in-person in three OCISO locations: OCISO main office, Ottawa South (at our Bank St. Location) and St. Laurent Location, and partner organizations locations: Family Reception Centre and Newcomer Information Centre (at the YMCA-YWCA of the National Capital Region).

During this fiscal year, the SIP team provided 11,306 services to 3,459 clients throughout their settlement and integration process. Additionally, within spring we offered tax clinics virtually and in-person for low-income refugees and newcomers. 92 newcomer families received support. The OCISO Private Sponsorship of Refugees (PSR) Program supported 33 Group of Five applications and our PSR Facilitator provided 319 information sessions involving 33 refugees and 85 local sponsors. OCISO's Seniors Support Program whose main objective is to ease the integration process of newcomer seniors organized 599 sessions.

The Settlement and Integration Program team continues to work in partnership with other community service providers. These partnership projects bring together diverse organizations to coordinate efforts on initiatives to welcome newcomers in Ottawa. In addition, our clients and staff have been supported by Housing Help, Connecting Ottawa and The Legal Clinic driven by pro-bono lawyers. The SIP team works with over 172 volunteers to help with program delivery with the Income Tax Clinics, Friends of the Family Project and Diverse Senior Support programs.



The Multicultural Liaison Officer (MLO) Program contributes to student success, facilitates a relationship between schools and newcomer families, supports immigrant parents to become familiar with and confident in dealing with the school system, and supports the schools to create a welcoming environment for immigrant and refugee families. MLOs, accomplish their job by means of orientation, daily interventions at schools, outreach, and information sharing. MLOs provide needs/assets and referrals, settlement plans, case management, orientation about life in Canada and services available, language and cultural interpretation, conflict resolution, advocacy, and building community connections at schools.

Multicultural Inmate Liaison Officer (MILO) program provides liaison services with multicultural inmates housed at Ottawa Carleton Detention Centre. MLO acts as a liaison with inmates and OODC staff, connects inmates with diverse back ground with services they need (housing, legal, consumer protection, mental health) and their families by offering culturally appropriate counselling, resources and information.



4859

clients served



26

languages served



170

schools served



MLO

OCISO's Multicultural Liaison Officer (MLO) Program has been providing settlement services at schools (SWIS) since 1991. The MLO program is delivered thanks to OCISO's funding and partnership with Immigration, Refugees, and Citizenship Canada (IRCC), Ottawa Carleton District School Board (OCDSB) and Ottawa Catholic School Board (OCSB). In addition to serving school sites across Ottawa, MLOs provide support to the Family Reception Centre (FRC) and Family Welcome Centre (FWC), where newly arrived students to Ottawa are registered. The MLOs provide workshops, focusing on the education system in Ontario and how to excel academically and socially at schools. MLOs provide information to parents on how best they can support their children in a new environment. MLOs act as a bridge between school staff and newcomer families. MLOs connect clients with other programs at OCISO, such as Counselling, Settlement, Employment, Youth programming and LINC.

An MLO offers a range of support at the schools during their one-one one, family and group sessions. These include:

- Language and cultural interpretation
- Conflict management between students, parents
- Guidance support
- Parenting support
- Rights and responsibilities of children

Clients have been referred to community resources that includes food banks, assistance with financial support, employment support, housing support, community fairs, access to mental health counselling and many others. During the month of August, the Multicultural Liaison Officer (MLO) program at OCISO delivered the Newcomer Orientation Week (NOW program) in person at Brookfield High School with the attendance of 30 newly arrived students and 15 peer leaders. This program was facilitated in collaboration with OCISO's Youth Program (YOCISO). The Multicultural Inmate Liaison Officer (MILO) program facilitated community connections for clients by supporting them to rebuild their relationships with family and community after experiencing conflict with the law and spending time in the Ottawa Carleton Detention Centre. Orientation sessions included: addiction, anger management techniques, prayers, depression from Islamic perspective, patience, contributing to society's betterment, lessons learned from observing Ramadan, volunteering for charity and community organizations, as well as tips on how to avoid recidivism. Copies of the Quran, prayer mats, pray beads are provided by MILO to inmates upon request. Clients were seen individually to connect with family, lawyers and agencies serving inmates for programs such as the John Howard Society, Elizabeth Fry Society of Ottawa, Harvest House, and shelters. In addition, MILO dedicate quality time with inmates from the stabilization unit during talk time breaks. MILO was an active member of the OCDC Ramadan program, where education and information was provided to all interested participants. Clients were referred to OCISO 's community reintegration program, RAJO Project-currently Centre for Resilience and Community Development, Somali Centre for family Services, and Ottawa Muslim family services.



MLO

The Language Instruction for Newcomers to Canada (LINC) program provides free full time English classes in person and part time courses online. English language instruction is essential for newcomers to feel at home and be fully productive in their new land. OCISO offers LINC classes at various levels from Literacy to Canadian Language Benchmark (CLB) 7. Landed immigrants, permanent residents and convention refugees ages 18 and over are eligible to attend. The LINC program at OCISO continues to broaden the student experience beyond pure language training with community partnerships, conversation circles with volunteers, and special events. We provide free, quality childcare for children of parents studying with us. Our full-time Care for Newcomers Children program is available to children from 6 months to 6 years while their parents attending our classes.



605

clients served



196

students per day



284

students
progressed



81

of childcare spots



I am writing to express my sincere gratitude for the excellent English courses you have taught us. I appreciate the time and effort you put into each lesson to make them informative, engaging and interactive. Your dedication and passion for teaching have helped me improve my English skills significantly. I am grateful for the guidance you have provided throughout the course, and I have learned so much from your teaching methods and techniques. I wanted to take this opportunity to express my gratitude to you and the other teachers for the support and encouragement you have given me during the course. I have enjoyed the classes immensely and learned a lot from your expertise.

anonymous - CLB 6/7 student



Our LINC (Language Instruction for Newcomers to Canada) program provides English language training to adult newcomer clients in the context of settlement and community integration. Eight in-person full-time classes, from literacy to advanced English level, serve 152 clients per day. Childcare for 32 children of our students is also provided onsite in the Care for Newcomer Children (CNC) program. This year also saw the addition of two new online part-time classes ranging from beginner to advanced levels, that serve another 44 clients per day. 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 mental health challenges associated with the post-migration adaptation and integration process. We continue to support this vulnerable, multi-barrier population and all immigrants in addressing their mental health needs

Classes began with hybrid delivery at the beginning of the year before transitioning back to face to face delivery in the fall. Those students who were unable to return face to face now had the option of joining online. Additional funding this year was able to provide access to new devices for students with barriers as well as a Digital Literacy Instructor, who was able to support the digital needs of both full time and part time programs.

This past year, we served 524 individual clients and 81 of their children, who came from 59 various countries around the world. Most clients arrived from Syria, Afghanistan, Somalia, Ukraine and Iraq. During this school year, 284 of those students progressed at least one benchmark level in one of their four skills. Many students obtained employment or were able to pursue post-secondary training as well as became Canadian citizens. Classes were actively engaged in the community and worked with many partners, including: the City of Ottawa, Ottawa Public Health, Ottawa Public Library, University of Ottawa Community Legal Clinic, Ottawa Carleton District School Board (OCDsB), National Capital Commission (NCC), and YMCA. LINC instructors shared their expertise and experience by hosting TESO/FL and CTESL interns during their practicum placements from Algonquin College and Carleton University.

Our dedicated volunteers contributed 500 hours of their time in the program by supporting students with reading practice, conversation circles, and one on one support to meet the student's individual needs.

Youth Programs at OCISO (YOCISO) are specifically designed to assist immigrant youth, ages 13 to 24, with their settlement and integration process. Through this process, these youth gain the necessary skills to achieve their goals. They also develop a positive mindset to begin to overcome the challenges they may be facing, so that they can contribute to Canadian society. Our mission is to provide accessible programming to youth using a strengths-based approach to enhance the youth's realization of their potential. Programs are offered both at the elementary and high school levels in the Ottawa area, community health centres, and at YOCISO's Newcomer Youth Centre.



1385

clients served



387

received tutoring
support



197

wrestling with
champions



"I am so glad that we have a wrestling program at OCISO. It is the only place that is free. I remember when I first came to Canada I begged my mom to find a wrestling program for me to participate in, but they were expensive. We found OCISO and I have been wrestling with them for two years they were the best years of my life. I am so glad to have the best Wrestling Coach with us and to have YOCISO."

Zayed Al Nuaimi YOCISO client



YOCISO

We offered a diverse range of workshops and programs aimed at supporting the youth we serve. Some of these programs include; employment support, in- school and after-school program workshops, digital literacy, life skills, homework club and tutoring support. By providing these crucial services, we strive to equip the youth we serve with the necessary tools and confidence to integrate into Canadian society.

This year, at our Newcomer Youth Centre we introduced a STEAM program where youth were introduced to a variety of science, technology, engineering and mathematics workshops and activities. During these weekly workshops YOCISO collaborated with Ingenium Canada's Museum of Science and Technology where our youth were provided with enriching experience through the museum's GO STEM program aimed at empowering youth through the world of science and technology. This partnership significantly broadened our youth's knowledge, interests, and exposure to the exciting world of STEAM. We thank the GO STEM team for all the support they provided to the clients we serve.

YOCISO also provided programs at 16 different schools aimed at supporting the integration and settlement needs of youth at schools with our customized activities and work plans catered to the students and schools' needs. The work we do would not be possible without those who contributed and supported our program. Thank you to all of our volunteers; who are foundational to the operations of our Youth Program. Thank you to our funders, partners and stakeholders for your continued support of the services YOCISO provides.



The Community Economic Development (CED) program delivers employability development programming to support newcomers in obtaining employment in their fields. The program helps newcomers develop an understanding of Canadian workplace culture, build networks, and develop strategies for employment maintenance and advancement within the Canadian workplace. Programming includes Career Mentorship, Federal Internship for Newcomers (FIN) Mentoring, Refugee and Immigrant Support to Employment (RAISE), Workplace Language Training (WLT), Ottawa Newcomers Entrepreneurship Mentorship (ONE Hub), Credential Recognition Mentorship (FCRP), Ottawa Connector, Pre-Arrival Mentoring and Immigrant Women Mentoring Network (IWMN). Our unique mentorship model offers the methodological support that newcomers need to embark on their career journey.



1153

clients served



47

business shadowing



601

matched career mentors



"It [Career Mentorship] was a great experience. The OCISO team are very supportive. I reached my goal very quickly – a lot quicker than I had expected. I owe a tremendous amount of credit to the OCISO team for providing all the support needed. Having a mentor at my disposal for the past 2 months was very helpful in expanding my knowledge of the job landscape and requirements. I had a very knowledgeable and passionate mentor. She was very easy to work with and concise in her explanations. Her experience and expertise helped me a lot throughout the mentoring journey."

Malak Hurqus, CM Mentee



CED

OCISO's Community Economic Development Program (CED) continues its leadership in providing a unique mentorship model for newcomers in the community. The model has been successfully adapted to provide more effective support to various groups of newcomers with diverse needs and challenges in the process of resuming their careers in Canada.

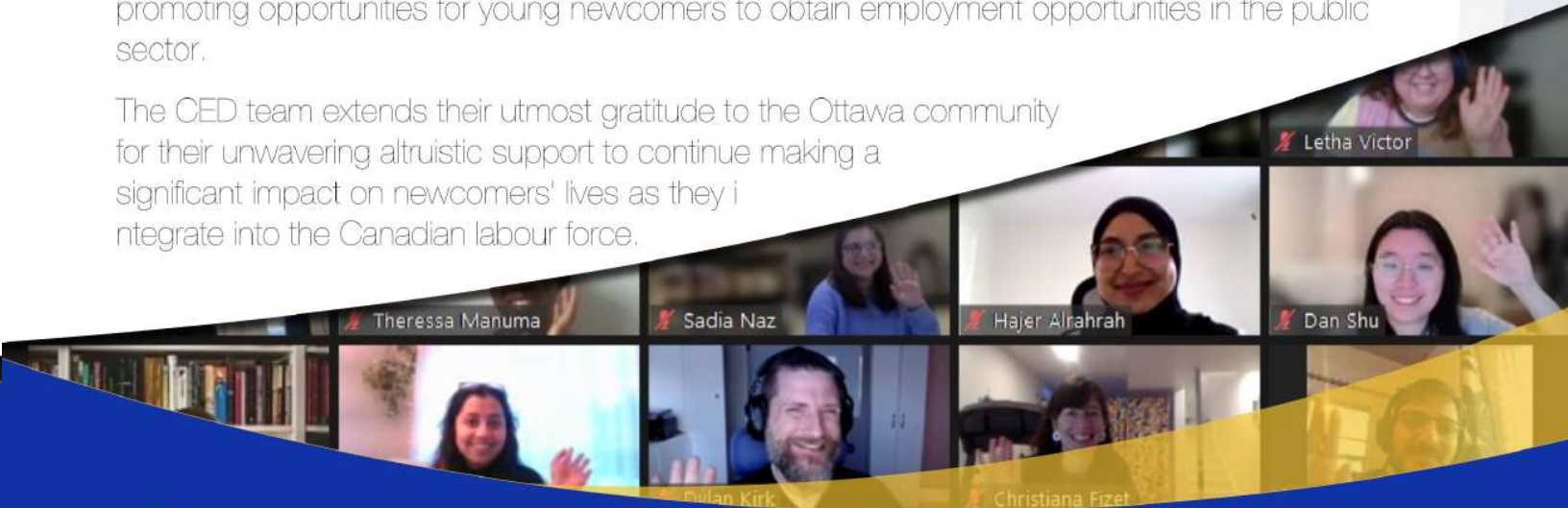
This year, CED has initiated a process of modernization of the mentorship databases. Investment in this area has allowed the team to increase efficiency and efficacy in match facilitation between volunteer mentors and newcomer mentees. In addition, the new offer of Credential Recognition Program to CED reiterates the ability of this model to amalgamate with other partners in the community as a means to provide more comprehensive support to newcomers.

During the past fiscal year, CED programs such as Career Mentorship, RAISE, Job Search Workshop, and Pre-Arrival Build ON saw a significant increase in service requests which aligns with the large-scale arrivals in Canada, particularly from Ukrainian and Afghan nationals in addition to the increase of newcomers' mobility from temporary to permanent resident status (2022 IROC Annual Report). In comparison to the previous fiscal year, CED experienced comparable increases of services of 40%-70% in intakes, mentorship matches, introductions to employment and job placements.

For the second year in a row, in the post-pandemic era, the Refugee and Immigrant Supports to Employment (RAISE) program has consistently seen an increase in client referrals. This trend proves the need for further resources to support marginalized groups of newcomers that arrive in Canada with low education levels and lower language competencies in either of the two official languages. Even with a substantial increase in newcomer clients, RAISE has maintained personalized and meaningful support, which is reflected in continuous family and friends' referrals as well as referrals from partner organizations.

In this past fiscal year, in partnership with WUSC and World Skills Ottawa, OCISO has launched the Mentorship for the Federal Internship for Newcomers (FIN) YESS Program. Research on local, national, and international mentorship models has informed the FIN YESS Mentorship program to ensure that best practices emerging from existing youth employment-focused mentorship models will contribute to promoting opportunities for young newcomers to obtain employment opportunities in the public sector.

The CED team extends their utmost gratitude to the Ottawa community for their unwavering altruistic support to continue making a significant impact on newcomers' lives as they integrate into the Canadian labour force.



OCISO's Counselling Program (CP) is uniquely equipped to provide counselling services to individuals, children, families, couples and groups within the immigrant and refugee population in Ottawa. We offer clinical counselling to culturally diverse clients with migration and culture-related issues, and specialize in assisting survivors of war torture, trauma, political persecution, and imprisonment. Prior to moving to Canada, many of our clients have experienced traumatic life experiences such as war, torture and displacement. They also face many 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. We employ a wide variety of intervention techniques, which allow for a culturally sensitive and responsive therapeutic process. We do not just "respect" our client's culture – we incorporate that culture into the therapeutic process.



293

clients served



1871

of direct service
hours



1204

counselling
sessions



"Dear Farah: I feel much better after our session today. I wanted to thank you for being here for me and I am very thankful for having a therapist like you that is beside me in this difficult life journeys."

(Anonymous client – Provided testimonials in Farsi)



COUNSELLING

The OCISO Counselling Program offers clinical support within a multilingual, culturally-diverse model, providing services to individuals, families, couples and groups. This year, the majority of our served clients originated from Syria, Afghanistan, Palestine, Nigeria, Iran, Mexico, Lebanon, Congo, Iraq and China. Our counselors provide clinical services to all ages including children, youth, adults and seniors.

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 mental health challenges associated with the post-migration adaptation and integration process. We continue to support this vulnerable, multi-barrier population and all immigrants in addressing their mental health needs.

We provided services to 293 clients from 69 countries for a total of 1,870 hours of direct services, supporting clients through case conferences, clinical consultations and the provision of reports for immigration hearings, in collaboration with over 150 community partners. Services were delivered through our hybrid model serving clients in person and virtually. Our languages of service included: English, French, Arabic, Spanish, Farsi, Dari, Russian, Ukrainian, German, Czech, Yoruba and others.

The Community Re-Integration Program (CRP), previously known as Time for Change, continues to be an initiative that supports newcomer and immigrant individuals and their families who are, or have been impacted by the criminal justice system.

OCISO's Counselling program contributed to the COVID19- community response through the City of Ottawa Human Needs Task Force, Champlain LHIN Mental Health and Addictions Table, Ottawa Local Immigration Partnership (OLIP), Family Services Ontario, and Counselling Connect. Our counselling program also attracted and benefited from 1250 hours of volunteer time.



COUNSELLING

Refugee 613 continued its work both locally and nationally to foster refugee welcome through improved communications and mobilization. Our community outreach team helped build Ottawa's capacity through strategic advice and partnerships, while also convening three regular collaborative spaces for local agencies serving displaced people to share successes, challenges and solutions. One particular success was the Refugee 613 Ottawa Ukraine Working Group, where firstline staff from multiple agencies collaborated closely to address emerging challenges for displaced Ukrainians.

At the national level, the Newcomer Info Hub continued to address gaps in settlement information delivery. The team produced and disseminated more than 140 resources such as fact sheets and infographics, in multiple languages, and realized our goal to produce motion graphic videos in several languages. The team conducted audience

surveys and focus groups to better understand the information needs of newcomers and shared our learning via webinars, workshops and presentations.

To help recruit more sponsors for Canada's Blended Visa Office Referral Program, the national ReSpo project brought together stakeholders to share knowledge and coordinate efforts to engage more Canadians in the sponsorship experience. The project facilitated regular exchanges between ROC and civil society via regular working group meetings and developed a policy brief outlining the need for a sustainable approach to sponsor recruitment. To build sector capacity, ReSpo shared data on prospective sponsors to help sponsor recruiters find and connect with sponsors over a well-attended series of workshops. Lastly, we partnered with two Sponsorship Agreement Holders to test the creation of sponsor recruitment hubs in Calgary and Kitchener-Waterloo. The year ended with the creation of a national marketing strategy to recruit sponsors, to be implemented in 2023-2024.

Our Digital Messaging for Settlement and Integration (DMSI) team continued to deliver the Afghan Digital Service, providing settlement information and referrals to Afghan newcomers in Dari and Pashto via a private, moderated group on Telegram. The group serves clients based in 8 different provinces and is designed to help clients overcome language and literacy barriers to accessing settlement information by offering content in Dari and Pashto and via audio files.

In partnership with the University of Toronto's Faculty of Information, we wrapped up the national Vaccination, Misinformation and Digital Media project. We built capacity for improved

COVID-19 vaccine communication and health literacy in digital spaces used by members of newcomer and diaspora communities. The project undertook significant research in an under-studied area, to understand how information and misinformation flow in these digital spaces. We developed and tested evidence-based communication strategies and shared findings and resources with a network of newcomer Digital Connectors and public health communicators to support them in improving their health communication efforts for these communities.

Thank you to all of our donors for your continued generosity and support of OCISO's programs and services. You are a vital part of our organization, our work would not be possible without you.

Deep appreciation and gratitude is extended to our volunteers as well. Every one of OCISO's departments have relied on the generous time and dedication from amazing volunteers who make a difference in the newcomer community.



THANK YOU

Summarized Statement of Operations

2022-2023

	2022-2023	2021-2022
Revenue		
Grants	9,508,437	8,682,083
Fundraising and Donations	42,429	5,884
Other Revenue	6,016	37,294
	\$ 9,596,882	\$ 8,725,261
Expenses		
Program expenses	8,066,459	7,087,480
Occupancy	876,424	878,341
Administrative and Related costs	409,801	326,895
	\$ 9,352,684	\$ 8,292,716
Excess revenue over expenses	\$ 244,198	\$ 432,545
Assets		
Cash and prepayment	2,758,737	2,790,852
Investments	392,973	294,305
Grants and Trade Receivables	1,005,166	769,783
Long Term Assets	438,200	361,182
	\$ 4,595,076	\$ 4,216,122
Liabilities and Fund Balance Liabilities		
Bank debt and other payables	2,394,958	2,334,472
Long-Term debt and other obligations	331,053	256,783
	\$ 2,726,011	\$2,591,255
Changes in Fund Balance		
Fund Balance (Deficit) - Beginning	1,624,867	1,192,322
Excess (Deficit) for the year	244,198	432,545
Fund Balance (Deficit) - Ennding	\$ 1,869,065	\$ 1,624,867
	\$ 4,595,076	\$ 4,216,122



Mokhtar Albakoosh



My name is Mokhtar Albakoosh and I am from Libya. I am very passionate about helping the youth in my community through basketball. I will pursue a Health Sciences degree at the University of Ottawa, Insha'Allah. I am interested in pursuing a career in the medical field Insha'Allah.

Ashiq Gazi



My parents are originally from Bangladesh. Throughout my life, I have been entranced with the intricate workings of human neuroscience, as well as its convergence with computers, specifically the immense capabilities harnessed by Artificial Intelligence. Moreover, I am excited for the far-reaching possibilities that AI offers in diverse fields of study. Subsequently, I am pursuing Software Engineering at University of Ottawa.

Morolayo Etti



My name is Morolayo Etti, I am from Nigeria and will be attending Carleton University to pursue a degree in biomedical and electrical engineering. I was captivated by the merging of medicine and technology, realizing the opportunities for progress in healthcare. With a strong desire for knowledge, I am excited to discover revolutionary solutions that can make a difference in people's lives.



MARION DEWAR SCHOLARSHIP FUND WINNERS

We are grateful to our funders for their commitment to supporting newcomers in our community.



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