



ANNUAL REPORT



2024 - 2025



POLYCULTURAL
IMMIGRANT & COMMUNITY SERVICES

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EXECUTIVE SUMMARY

In 2024–2025, Polycultural Immigrant and Community Services supported over 59,000 individuals through its settlement, resettlement, housing, employment, language, well-being, seniors and youth-focused programs across the Greater Toronto Area and Dufferin County. From crisis counselling to job readiness, from refugee sheltering to interagency partnerships, our work was shaped by community need, driven by cultural responsiveness, and grounded in strategic collaboration.

This year saw the successful reaffirmation of our EIDAD values through the launch of the Harmonia Framework, and steady progress toward our 2020–2025 Strategic Plan. We served with empathy, adaptability, and an unshakable belief in the strength of each community member.

This report captures the voices, milestones, and measurable outcomes behind that work; for our funders, clients, and all those committed to building inclusive communities.



ADAM ALTMID
Chairman



MARWAN ISMAIL
Executive Director

Here we go again—celebrating another remarkable year of impact, growth, and unwavering service to our communities!

As we reflect on the past year, we are filled with pride and gratitude for what we’ve accomplished together. With steadfast commitment and strong collaboration across our teams and partners, we continued to empower individuals, strengthen communities, and help people realize their full potential.

This year also marked a significant transition. We concluded a historic funding cycle with our primary funder Immigration Refugees and Citizenship Canada and entered a new chapter—one filled with both opportunities and challenges. Immigration Refugees and Citizenship Canada has moved to a shorter three-year funding cycle, accompanied by notable budget reductions. While we acknowledge and respect these evolving priorities, we have taken proactive steps to ensure our organization remains resilient and sustainable in the face of change.

To guide us forward, we developed a comprehensive five-year strategic plan—crafted through a collaborative and inclusive process that engaged clients, funders, partners, staff, management, and our Board of Directors. This roadmap positions us to navigate a shifting economic, political, and social landscape with confidence, creativity, and strength.

Our new strategic plan is built around four core pillars:

- ✦ Building a Resilient Organization – by diversifying our funding streams and implementing innovative initiatives that aim to secure sustainable and guaranteed revenue sources.
- ✦ Fostering a Cohesive Culture – through investment in staff development and nurturing a supportive, values-driven workplace.
- ✦ Empowering Communities and Individuals – by delivering meaningful, responsive, and creative programs that uplift and inspire.
- ✦ Shaping the Future – through active contributions to informed, equitable, and community-focused policy development.

Among the many highlights this year, one milestone stands out as particularly profound: the realization of a long-held dream that began in 2018. Our vision to establish a dedicated reception house in the Peel region—to support refugees and vulnerable newcomers—finally came to life. In October 2024, we proudly acquired a facility in Mississauga. By January 2025, it was fully operational, providing essential resettlement services and becoming a cornerstone of community integration and support. This achievement symbolizes what can be accomplished when vision, persistence, and community commitment come together.



MESSAGE FROM THE CHAIRMAN AND EXECUTIVE DIRECTOR

This year also saw the launch of a strategic partnership with the Region of Peel to serve asylum seekers—a program that ensures smoother transitions for individuals seeking protection and complements our existing suite of newcomer services.

We were also thrilled to significantly expand our services for seniors. With the generous support of United Way Greater Toronto, along with federal and provincial funding, we quadrupled our program capacity for older adults—a reflection of our ongoing commitment to this vital and growing segment of our community.

Recognizing that employment is central to unlocking individual potential, we transitioned our provincial employment services to align with the new model led by WCG. This shift has allowed us to broaden our reach and open two additional service locations—ensuring more individuals have access to the tools and opportunities they need to thrive.

As always, our deepest thanks go to our incredible staff, devoted volunteers, committed partners, and generous funders. Your continued support and belief in our mission have made these achievements possible—and will propel us even further in the years to come.

Together, we are building a stronger, more inclusive future. We can't wait to see what we will accomplish next.

Warm regards,

Adam Altmid, Chairman of the Board

Marwan Ismail, Executive Director

GROWING WITH
CANADA 



SOCIAL IMPACT AND ACCOUNTABILITY

ENVIRONMENTAL, SOCIAL, AND GOVERNANCE (ESG) ALIGNMENT

Polycultural recognizes the importance of aligning with ESG principles to ensure that our operations not only serve communities but also uphold sustainability, equity, and transparency at every level. While our work primarily contributes to social outcomes, from mental health to housing access, we also embed governance values through frameworks and make strategic operational decisions that reflect environmental and fiscal responsibility.

Polycultural's commitment to equity, transparency, and evidence-based practice guided every aspect of its 2024–2025 operations. We advanced our organizational governance through the Harmonia Framework, upheld strong internal accountability mechanisms, and centered staff and client voices in both program delivery and planning. Partnerships with government, community, and institutional allies were built on shared values and mutual trust, reflecting a commitment to sustainable development and inclusive progress.



ADVANCING GLOBAL GOALS THROUGH LOCAL IMPACT

Polycultural’s work directly contributes to several of the United Nations’ Sustainable Development Goals (SDGs), reflecting our commitment to building resilient, inclusive, and equitable communities. In 2024–2025, our programs supported meaningful progress across the following goals:



SDG 1 - NO POVERTY:

We helped alleviate economic hardship by providing temporary housing, furniture bank referrals, and winter kit drives, while facilitating access to financial assistance for vulnerable individuals.



SDG 3 - GOOD HEALTH AND WELL-BEING:

Programs like WRAP and our well-being services supported clients to cope with stress and life hardships, build resiliency and connect to healthcare and mental health resources, ensuring access to care for those experiencing distress or isolation.



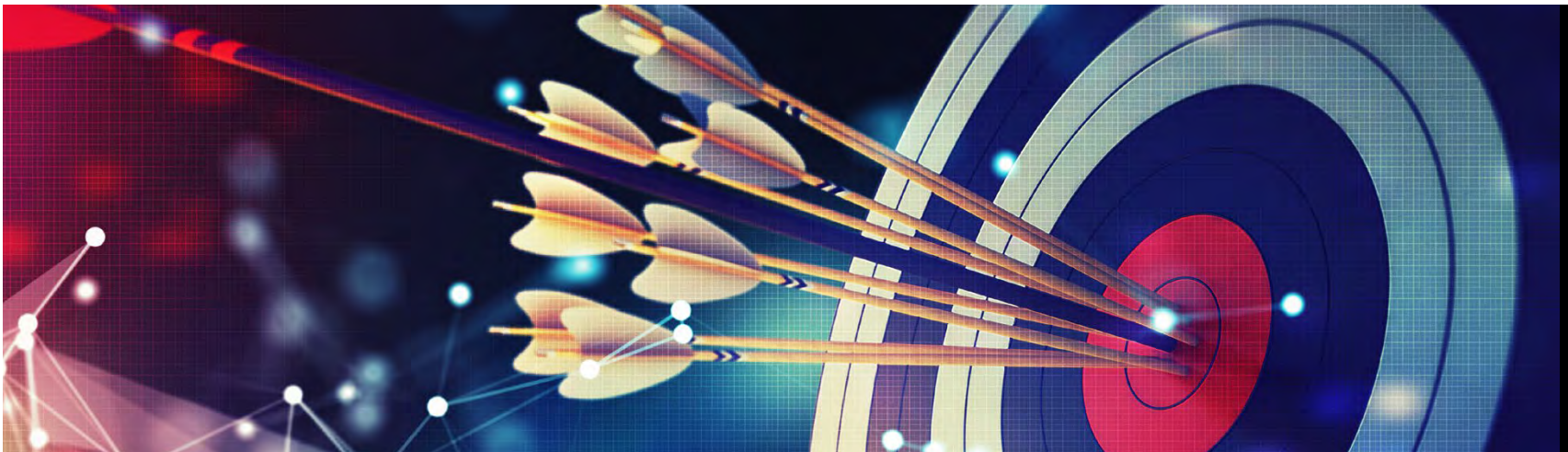
SDG 4 - QUALITY EDUCATION:

Through language training, youth programming, IMG support, and orientation sessions for newcomer parents and students, we promoted lifelong learning and smoother integration into the education system.



SDG 5 - GENDER EQUALITY:

Seniors and women-focused wellness initiatives, employment training, and newcomer parenting groups empowered women to build confidence, skills, and a sense of agency in their new communities.



**SDG 8 -
DECENT WORK AND
ECONOMIC GROWTH:**

We advanced inclusive economic participation through employment readiness programs, job preparation and placement services, and credential recognition support tailored to job seekers needs.



**SDG 10 -
REDUCED
INEQUALITIES:**

By offering culturally responsive services, interpretation supports, legal navigation, and implementing our EIDAD framework, we addressed systemic barriers to equity and inclusion.



**SDG 11 -
SUSTAINABLE CITIES
AND COMMUNITIES:**

Community-building efforts like neighborhood partnerships, youth-led podcasts, and connection-based initiatives fostered a greater sense of belonging and civic participation.



**SDG 17 -
PARTNERSHIPS FOR
THE GOALS:**

We continued to strengthen our impact through strategic collaboration with community organizations, municipalities, colleges, school boards, CAS, police services, and funders.

MAJOR PROJECTS & INVESTMENTS

This year marked a period of foundational investment and infrastructure growth for Polycultural. Between October 2024 and January 2025, a newly acquired building was retrofitted to offer temporary accommodation for refugees and serve as a Polycultural Reception House in Mississauga, unlocking long-term cost savings and greater control over resettlement housing. The facility will serve over 1,500 clients per year.

Polycultural staff have actively contributed to both national and international conferences, including Metropolis, presenting on a range of impactful topics such as:

- ✿ Looking Beyond the National: Regional Leadership as a Source of Innovation
- ✿ Developing an EIDAD Framework and Harmonia Committee
- ✿ Investing in New Staff: Settlement Professional Foundations through Micro-credential Training
- ✿ Pathways for Asylum Seekers Support: Challenges and Opportunities
- ✿ Collaborative Child Welfare Practices for Immigrant and Refugee Families
- ✿ Cross-Sectoral Collaborations to Promote Mental Health and Well-Being presented at the OCASI Forum

In addition, Polycultural led the organization of a two-day Ontario RAP Learning Event held in January 2025 in Mississauga, hosting over 170 participants from RAP service providers across Ontario.

Internally, several digital transformation projects were initiated to support operations. A major ERP upgrade is underway, shifting from NAV 2016 to Microsoft Business Central, with the first phase already live. Phase II will introduce warehousing and tech integrations. In parallel, work began to replace the outdated client management system with Microsoft Dynamics and is expected to be in full use fall 2025.



2025-2030 STRATEGIC PLANNING AT POLYCULTURAL

In July 2024, Polycultural engaged Junxion Consultants in a comprehensive strategic planning process to establish clear priorities that will guide decision-making and shape our strategy over the next five years.

Vision Statement: “Communities thrive when individuals meaningfully contribute to society.”



STAKEHOLDER ENGAGEMENT HIGHLIGHTS

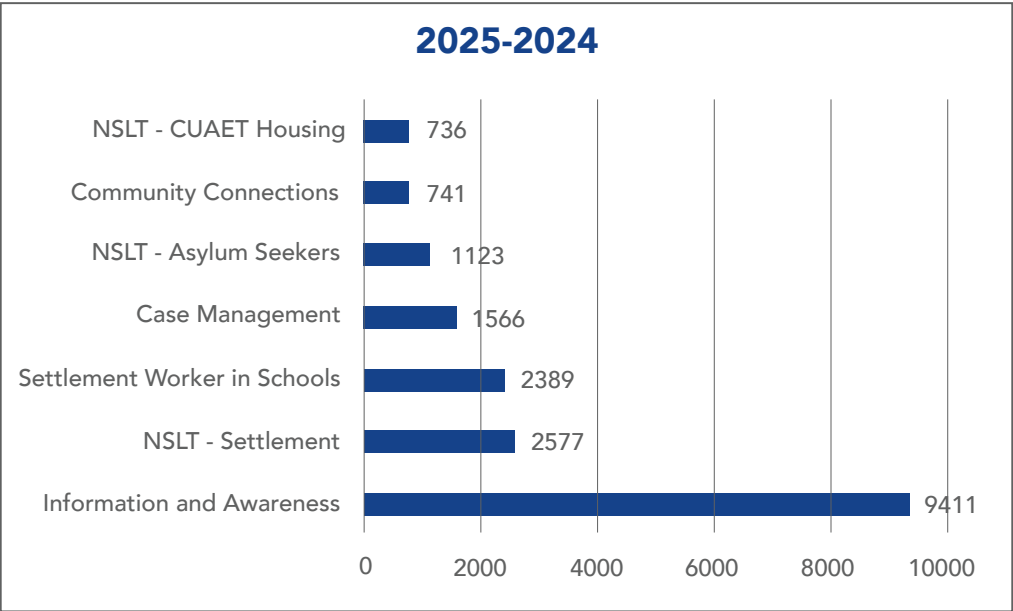
To ensure the strategic plan reflects a wide range of perspectives, we engaged stakeholders through:



2 in-person strategic workshops with board members and senior leadership (totaling 13 hours)



NEWCOMER SERVICES



ABBREVIATIONS:

NSLT: Newcomer Settlement and Language Training

CUAET: Canada-Ukraine Authorization for Emergency Travel.

At the heart of Polycultural’s work, settlement programs were the first touchpoint for many newcomers settling down in the GTA and Dufferin County. In 2024–2025, our multilingual settlement counsellors offered one-on-one support in English, French, Albanian, Arabic, Bengali, Cantonese, Dari, Farsi, Gujarati, Hindi, Mandarin, Pashto, Polish, Romanian, Russian, Spanish, Somali, Swahili, Tigrinya, Ukrainian and Urdu. Newcomers were welcomed with tailored assessments, assistance with making informed decisions, referrals, and help navigating essential systems.

“Thank you for helping me find hope again. I never thought I’d be able to restart my life with this much support.” Anonymous client

A message from a newcomer to her Settlement Worker: *“You have been an important and vital person in my adaptation to Canada. You took me as part of your family, and that has impacted my situation here, especially since I arrived alone and in a difficult situation.”*

One client wrote, “... with your support and God’s help, we finally became citizens. We do not have enough words to thank you for the kind and perfect support you gave us—starting from PR to citizenship.”



Binalben and her husband arrived from India as permanent residents. Despite completing a diploma program, she struggled to secure a placement in her field. With guidance from Polycultural's team, she was connected to both Telecheck and the Alzheimer Society of Dufferin County. This personalized support led her to a placement aligned with her career goals and helped her regain momentum on her professional journey.

COMMUNITY CONNECTIONS

Community engagement was the heartbeat of our work this year, creating space for belonging, dialogue, and joy across newcomer communities. Our Community Connections program brought people together through a diverse lineup of group sessions, from women's circles, homework club, and networking events. In total, we reached hundreds of participants, each one finding community and confidence through connection.



CANADA-UKRAINE AUTHORIZATION FOR EMERGENCY TRAVEL (CUAET) HOUSING & UKRAINIAN SUPPORT

For families fleeing conflict in Ukraine, our CUAET Housing program became a bridge to safety.

Anastasia, a young Ukrainian newcomer and single mother, exemplifies the impact of this program. After arriving under CUAET, she navigated pregnancy, housing transitions, and employment training, and was supported every step of the way by her settlement counsellor.

"Two years is not a long time," she reflected, "but when you arrive in a new country alone, with a child, no job, and no network, it's overwhelming. Having someone who understands and walks with you makes all the difference."

She is now employed, raising her daughter and preparing to apply for Permanent Residency.



SETTLEMENT WORKERS IN SCHOOLS (SWIS)

Newcomer families navigating school systems had a lifeline in SWIS. Our workers were embedded in local schools in South-West Mississauga, bridging newcomers and schools in multiple languages. In 2024–2025, SWIS supported 2,389 clients with one-on-one services and group sessions.



CASE MANAGEMENT

To serve those with layered, complex needs, we provided intensive casework to 1,566 individuals. Our team walked with clients through every aspect of their journey, from resettlement shock to long-term planning, in collaboration with schools, doctors, and legal partners. One client shared: *"Thank you for guiding me, not just socially and legally, but psychologically. You helped me feel seen and gave me opportunities I could never have found on my own."*



MIGRANT WORKER SUPPORT PROGRAM

The Migrant Worker Support Program continued to expand its reach in 2024–2025, delivering essential orientation and information to temporary foreign workers upon arrival at Toronto Pearson International Airport. Over the year, a total of 25,451 migrant workers were served through this initiative.

Staff provided multilingual resource booklets and personalized support, ensuring that arriving workers were informed about their rights and connected to community resources. This program plays a vital role in promoting awareness, safety, and well-being among migrant workers as they begin their journey in Canada.

4.7★
average rating



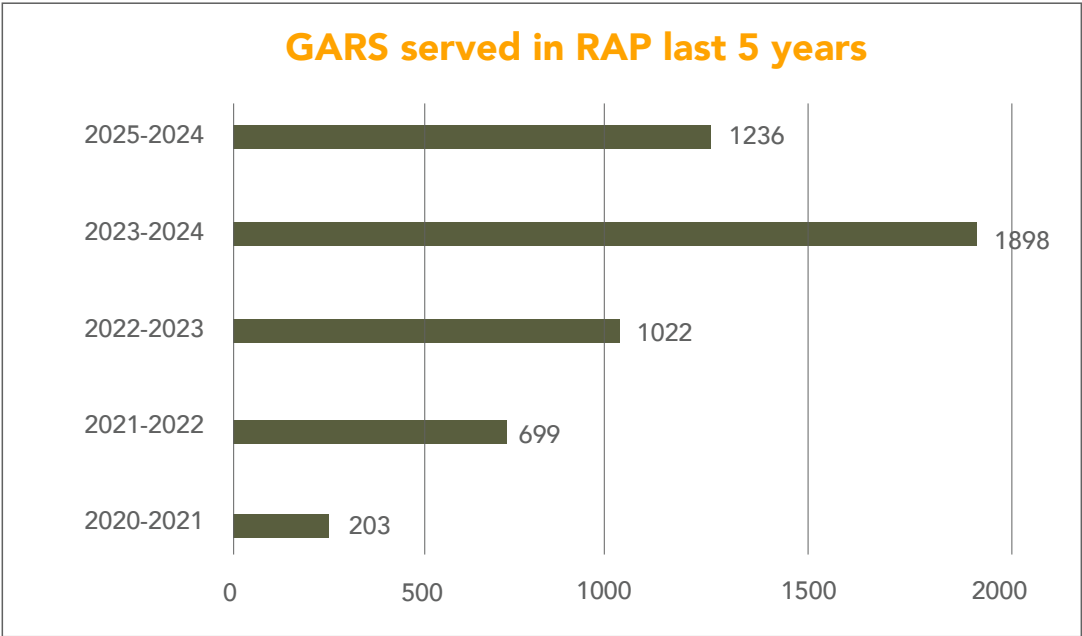
Source: SurveyMonkey anonymous client survey with 99 responses.





REFUGEE SERVICES |

Asylum seekers, government-assisted refugees (GARs), and privately sponsored refugees (PSRs) were provided with tailored supports, including airport reception, coordination of temporary housing, orientation, connection to resources, and assistance with transitioning to permanent housing.



■ RESETTLEMENT ASSISTANCE PROGRAM (RAP)

This year, 1,236 government-assisted refugees received comprehensive care from our RAP team. Families were met with warmth, food, and a clear plan.

■ RECEPTION HOUSE

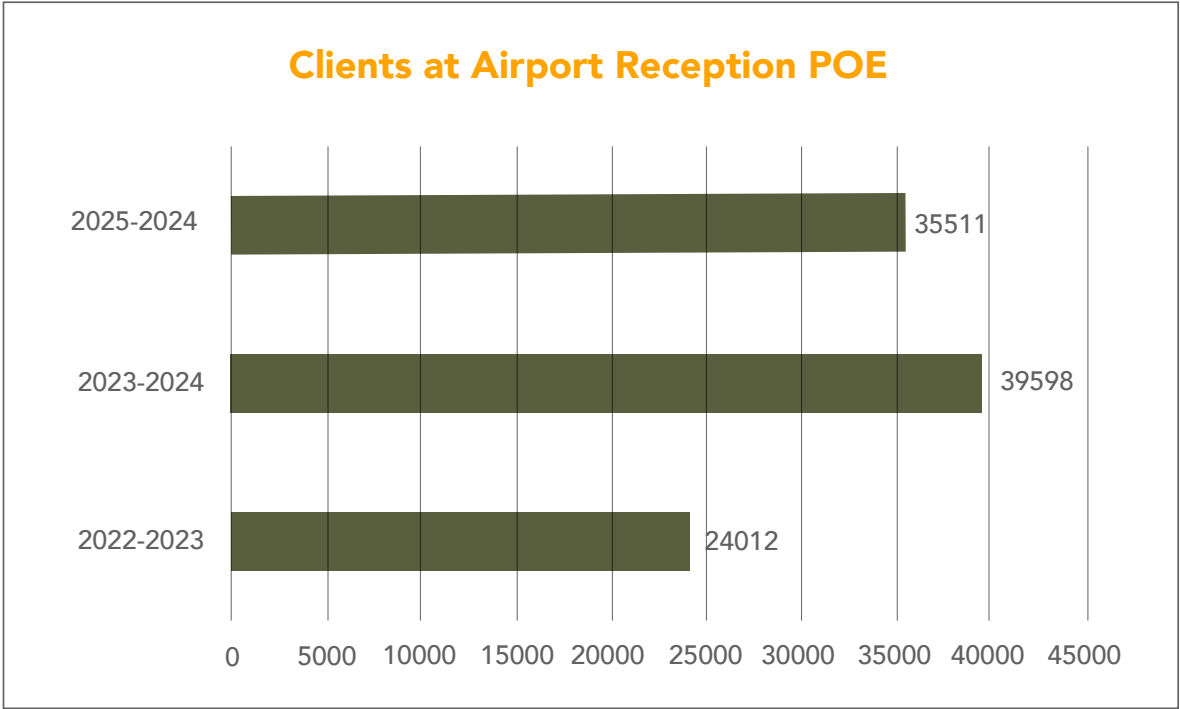
In October 2024, we acquired a residential property in Peel Region to meet the urgent need for temporary housing for government-assisted refugees. The acquisition marked a major investment in Polycultural's capacity to provide dignified, supportive spaces for new arrivals. In the months that followed, the site underwent retrofitting and logistical preparation, including safety modifications, staff hiring, and setup of 24/7 services.

By January 2025, the Reception House welcomed its first families, offering not just shelter, but a place of stability, recovery, and support. The home operated quietly in its initial months, gradually scaling up services and occupancy as processes solidified. It is planned to have the grand opening on June 20, 2025, World Refugee Day, with local partners, supporters, and former clients to mark this milestone in refugee care in Peel.

Here, refugee families receive not just shelter, but care: meals, health navigation, settlement planning, and support in finding permanent housing.

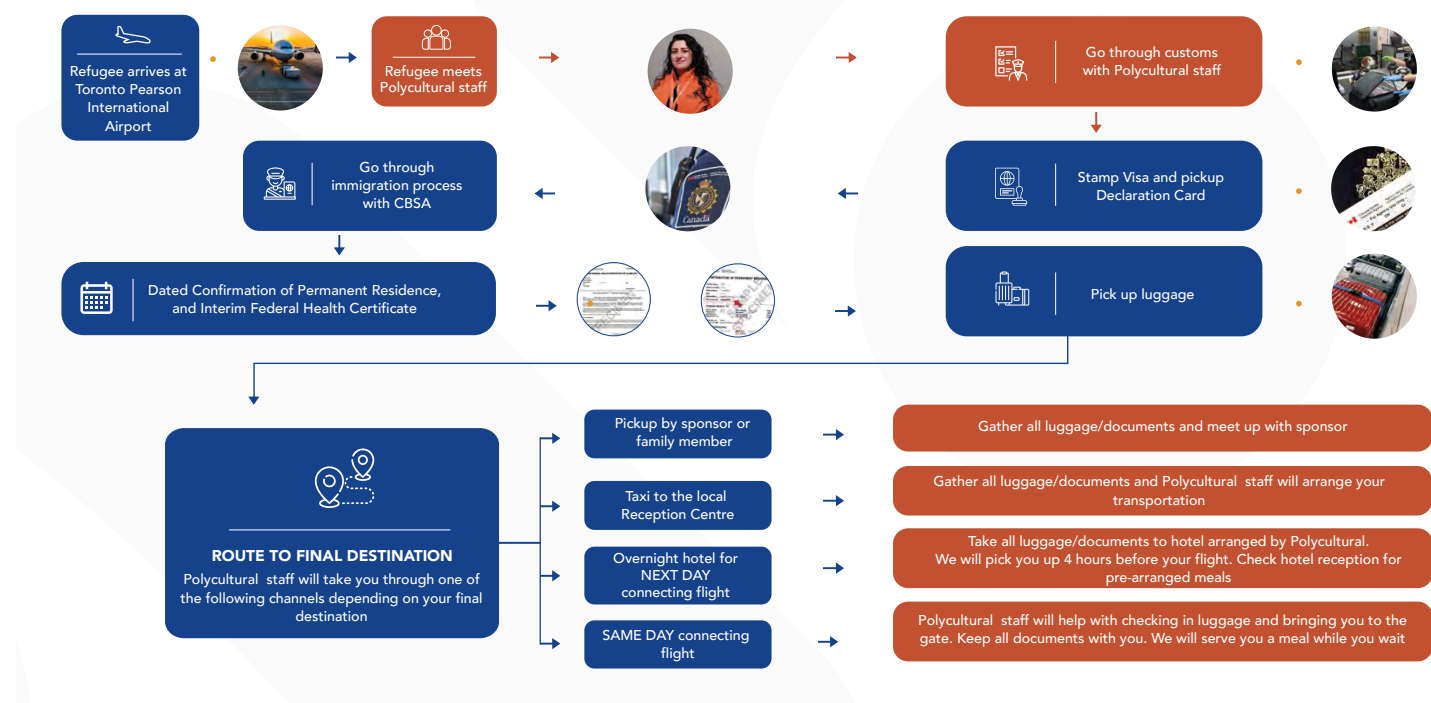


PORT-OF-ENTRY (POE) RECEPTION SERVICES



At Pearson International Airport, our POE teams welcomed 35,511 government-assisted and privately sponsored refugees. From the first hello to handing over a transit pass or winter coat, our staff made sure refugees felt safe, oriented, and supported from day one.

PATHWAY AT THE PEARSON AIRPORT



One Government Assisted Refugee family (GARs) reflected on their encounter with Polycultural’s POE team. The sight of staff in bright orange jackets became a symbol of safety and hope amid the overwhelming environment of a new country. With thoughtful guidance through immigration, compassionate coordination of logistics, and even on-site assistance with Social Insurance Number registration, our staff created a sense of dignity and care that made a lasting impact on the family’s transition. Their story is a powerful reminder that small acts, clear communication, a warm welcome, and calm leadership, can ease the weight of resettlement and offer families a truly humane start in Canada.

“They made us feel truly welcomed and supported during one of the most uncertain and emotional times in our lives. Their presence and support left a lasting impression on our family and made our first experience in Canada one filled with kindness and hope.”



ASYLUM CLAIMANT RESPONSE IN PEEL

In response to the growing number of asylum claimants in Peel, Polycultural was contracted by the Region of Peel in October 2024 to temporarily manage on-site services at the Spectrum shelter in Mississauga. With 86 beds available during renovations, the shelter provided critical support to newcomers lacking resources and social networks.

Between mid-October 2024 and mid-February 2025, Polycultural served 121 clients. Services included needs assessments, case management, and orientations on settlement, wellbeing, and employment. Staff also facilitated access to health and housing and coordinated appointments with IRCC, Service Canada, WCG, and local clinics.

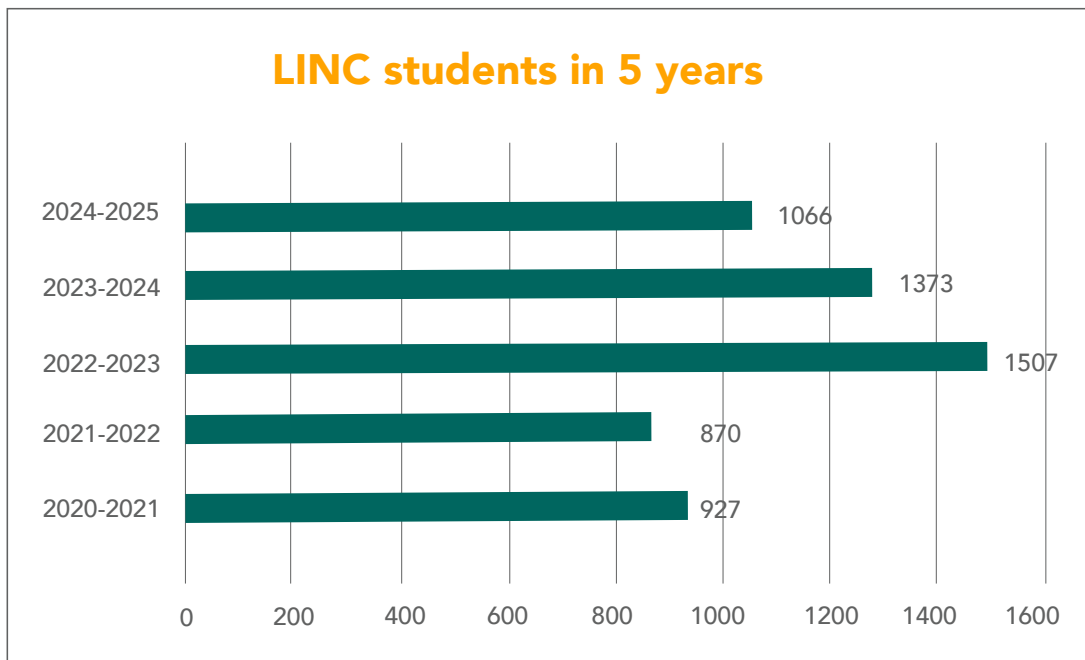
Polycultural has been contracted by the Region of Peel to manage temporary overflow hotels for asylum-seeking families, providing both shelter and wraparound support services. Our two family-focused sites operate on a 90-day temporary stay model, during which families receive comprehensive support to navigate the asylum process, access essential services, and work toward stability and self-sufficiency. Since September 2024, we have supported approximately 639 individuals through this program.





LANGUAGE LEARNING AND SKILLS DEVELOPMENT

Strong English language skills continue to unlock opportunities for newcomers seeking access to education, bridging programs, and professional employment. Instruction through the LINC program, along with informal English Conversation Circles, plays a vital role in helping newcomers integrate and thrive in daily life.



LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)

A total of 39 full-time and part-time classes were delivered across Scarborough, Etobicoke, Mississauga, and Dufferin County. Instruction was aligned with the Canadian Language Benchmarks (CLB), ranging from literacy level to CLB level 7, ensuring that learners received tailored support based on their language proficiency.

We received nearly **700 responses** to LINC student survey in 2024-2025.



of respondents agreed with the statement:
"I learn something new every day."



of respondents agreed with the statement:
"I feel more confident using my English skills than before taking this class."

CARE FOR NEWCOMER CHILDREN (CNC)

While parents attended LINC classes, 87 young children participated in CNC programming. This play-based model fosters early childhood development in a safe and inclusive environment, supporting both the children's growth and their parents' learning journey.



ENGLISH CONVERSATION CIRCLES

These volunteer-led informal sessions provided newcomers with opportunities to practice English through everyday conversations. Focused on enhancing pronunciation, comprehension, and fluency, the circles helped participants build confidence and improve their ability to navigate daily interactions.

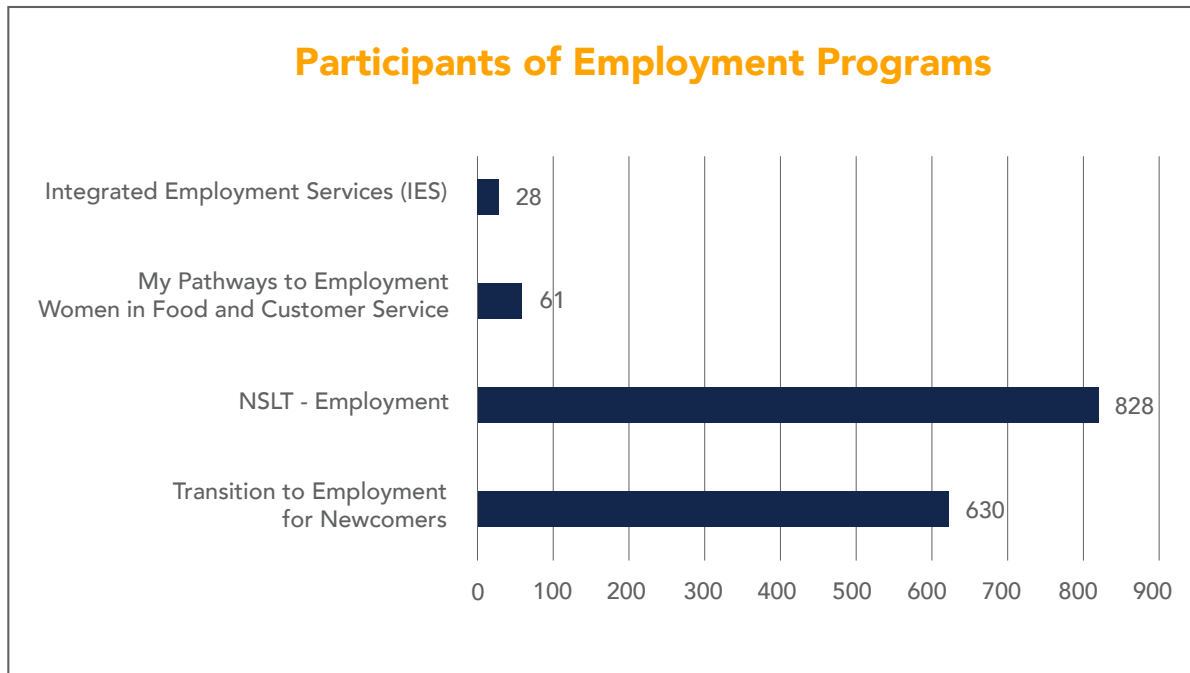
"As our class comes to an end, I want to express my deepest thanks for all the support, patience, and dedication you have shown throughout this session. Your kind teaching style, encouragement, and the safe environment you created made learning not just easier, but truly enjoyable."

You didn't just teach us English—you helped us grow in confidence, feel more connected, and believe in our potential. Every lesson you delivered came with care, and it made a big difference in my life."
message from a LINC student.





TRANSITION TO EMPLOYMENT SERVICES



NSLT – Newcomer Settlement and Language Training

Polycultural delivered a range of employment programs tailored to unemployed individuals, Ontario Works recipients, multi-barriered youth, refugees, and other newcomers.

Through personalized coaching, career planning, and workshops on diverse topics, participants received the guidance needed to navigate their employment pathways. Strategic partnerships with the WES Gateway Program and TRIEC Mentoring Partnership further supported successful employment outcomes.

The real impact is best reflected in the stories of our clients, each one a powerful testament to resilience and achievement.



Participants successfully achieved their employment goals through targeted support and services.

After arriving from Afghanistan, Abdul Rahim dreamt of becoming a school bus driver to support his family. With support from Polycultural's TEN program, he received résumé support, job search guidance, and a direct referral to SHARP Bus Lines. He was hired and trained—and now proudly serves his community in a job he loves.

A newcomer with professional aspirations, Abdul Basir, engaged in job search workshops and connected to mentorship through the TRIEC Mentoring Partnership. With continued encouragement and expert support from the Scarborough South team, he secured a position as a Community Development Coordinator at Warden Woods Community Center.

Marya accessed employment supports at Polycultural. She was referred to a job at Basir Azizi Bakery, where she was hired. It was her first job in Canada, and she credits the team's encouragement for helping her take this first important step.

Yalda connected with Polycultural seeking help launching her career. She was referred to a youth employment program offering hands-on training and a three-month job placement. The experience helped her gain Canadian experience, build confidence, and grow her professional network.

"Polycultural helped me find clarity in my career path in Canada. I especially appreciate Mr. Hamid Faisal's mentorship support through TRIEC and his professionalism. The team at Scarborough South created such a warm, welcoming environment that made a real difference."

— Uranus, July 2024.



INTEGRATED EMPLOYMENT SERVICES

New Program Launch

In spring 2025, Polycultural proudly joined the new Integrated Employment Services (IES) Program, administered by WCG in Toronto. Launched on March 1, the program quickly gained momentum—within its first four weeks, 28 clients began intake and career planning. Continued growth is expected as the program expands its reach and impact.

Program Closures

While change is constant, it's always difficult to see programs end, especially those that are in demand and consistently deliver meaningful outcomes.

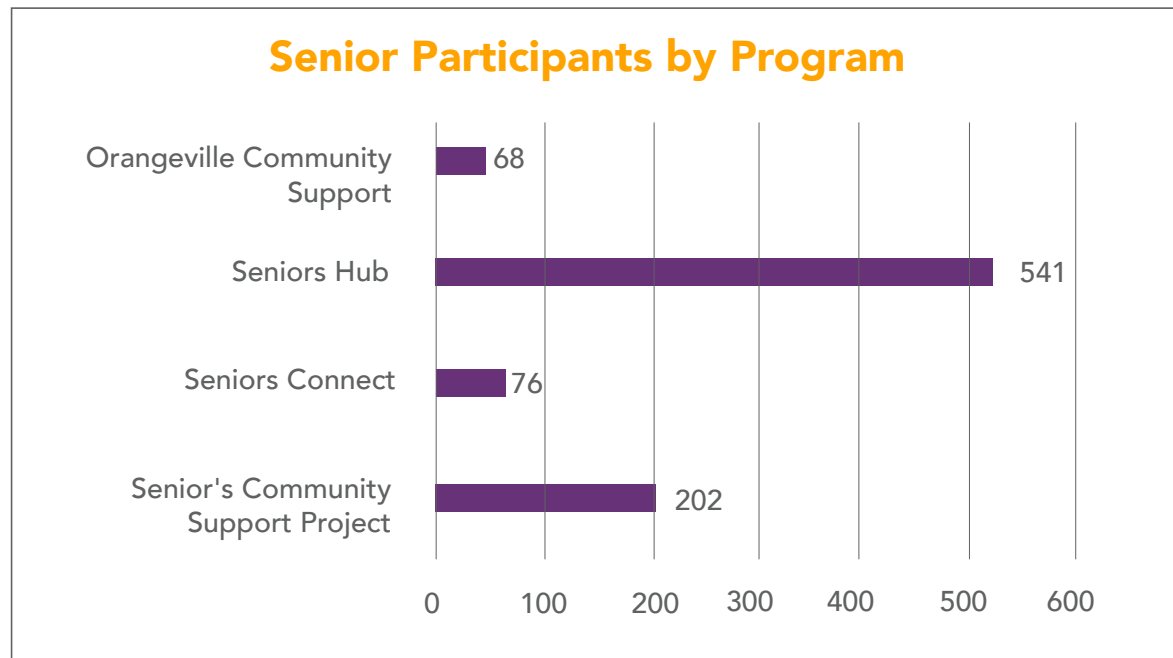
Our Pathways to Employment program concluded in December 2024, and in February, we launched the final cohort of the Women in Food and Customer Service program, which wrapped up in May 2025. Both initiatives supported Ontario Works recipients in entering the labour market.

Due to the Employment Ontario restructuring, selected employment programs will now be consolidated under the Integrated Employment Services model.





SERVICES FOR SENIORS



SENIORS CONNECTED

The Seniors Connected program supported 76 isolated seniors, helping improve their quality of life by reducing loneliness and increasing access to essential services. Through personalized support—including needs assessments, referrals, and regular check-ins—participants felt more connected, confident, and engaged in their communities. Many reported improved mental and physical well-being, along with a renewed sense of purpose and independence.

One participant reflected, “Coming here each week gives me purpose. I laugh, I learn, and I don’t feel invisible anymore.”



■ SENIORS HUB

In its first year, the Seniors Hub engaged over 541 seniors in 515 sessions, totaling more than 6,100 participants. Through weekly wellness classes, cultural activities like Mandarin karaoke and line dancing, and educational seminars on mental health, digital literacy, and financial planning, the Hub promoted physical health, learning, and social connection.

Tailored support was also provided to 10 homebound seniors through regular check-ins and resource referrals, enhancing their safety and wellbeing.

A Seniors Leadership Group helped shape inclusive programming based on participant feedback. Events like the Christmas Market and Black History Month celebration brought diverse communities together, reducing isolation and fostering a strong sense of belonging.

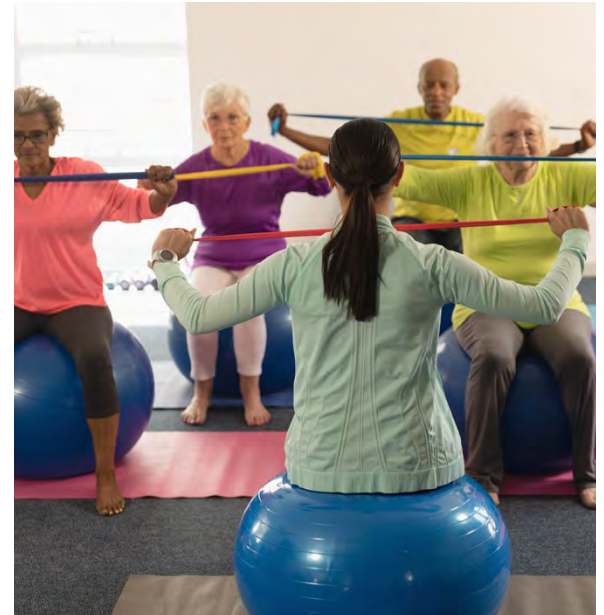


An 85-year-old senior who immigrated to Canada in 1966 from Hong Kong expressed:

"I love the Seniors Hub so much. It gives me many ways to use my time. As a senior I am so lonely and this changed my feelings a lot. I take care of my husband and it's so lonely. It's not easy to see people, now I have many programs and activities to enjoy. I haven't been on trips in so many years, now I can go to trips, it's amazing! I haven't been to downtown Toronto in over 40 years and I got to go. I joined fitness classes like yoga and table tennis. I also joined the summer beginner computer course and I am learning all the time! It's so helpful and I want to learn more. I made so many new friends. I never imagined that something so good is here for seniors, and it's free. I know how to use the keyboard and I can communicate a little bit online."

A client testimony:

"I really enjoy coming to the classes at the Seniors Hub. I've met a lot of nice people. I have taken a lot of classes and it keeps me active and healthy. I look forward to coming as much as I can. It gives me a reason to get up in the morning. The people here are very nice and I'm learning a lot. I practically live here. I have enjoyed exciting trips. I am also taking the beginner computer class, zumba, chair fitness, the new boxing class, art and crafts, dances. I am so glad I found out about this program."



ORANGEVILLE COMMUNITY SUPPORT

Polycultural piloted its own program in Orangeville to support seniors, investing \$15,000 in the Telecheck Program in partnership with Headwaters Health Care Centre. The project stemmed from a commitment to serving a diverse population, recognizing that older adults in the community speak a variety of languages. Language barriers often contribute to social isolation and hinder effective communication, negatively impacting the overall well-being of seniors.

To foster a more inclusive and supportive environment, the project introduced check-in calls in Bengali, Hindi, Portuguese, Punjabi, Urdu, and Yoruba. Over 1,300 calls were made, providing follow-up and referral services to seniors in their preferred languages.



SENIORS COMMUNITY SUPPORT PROJECT

The project offered a variety of structured activities designed to enhance social engagement, well-being, and access to resources. Seniors from diverse communities played a central role in planning the program through leadership committees.

The initiative included educational workshops on topics such as mental health, digital literacy, and financial planning; social and recreational events like arts and crafts, cultural celebrations, and field trips; and physical wellness sessions including chair yoga, Zumba, and Taiji. Collaborations with local organizations expanded access to services and enriched the program experience.

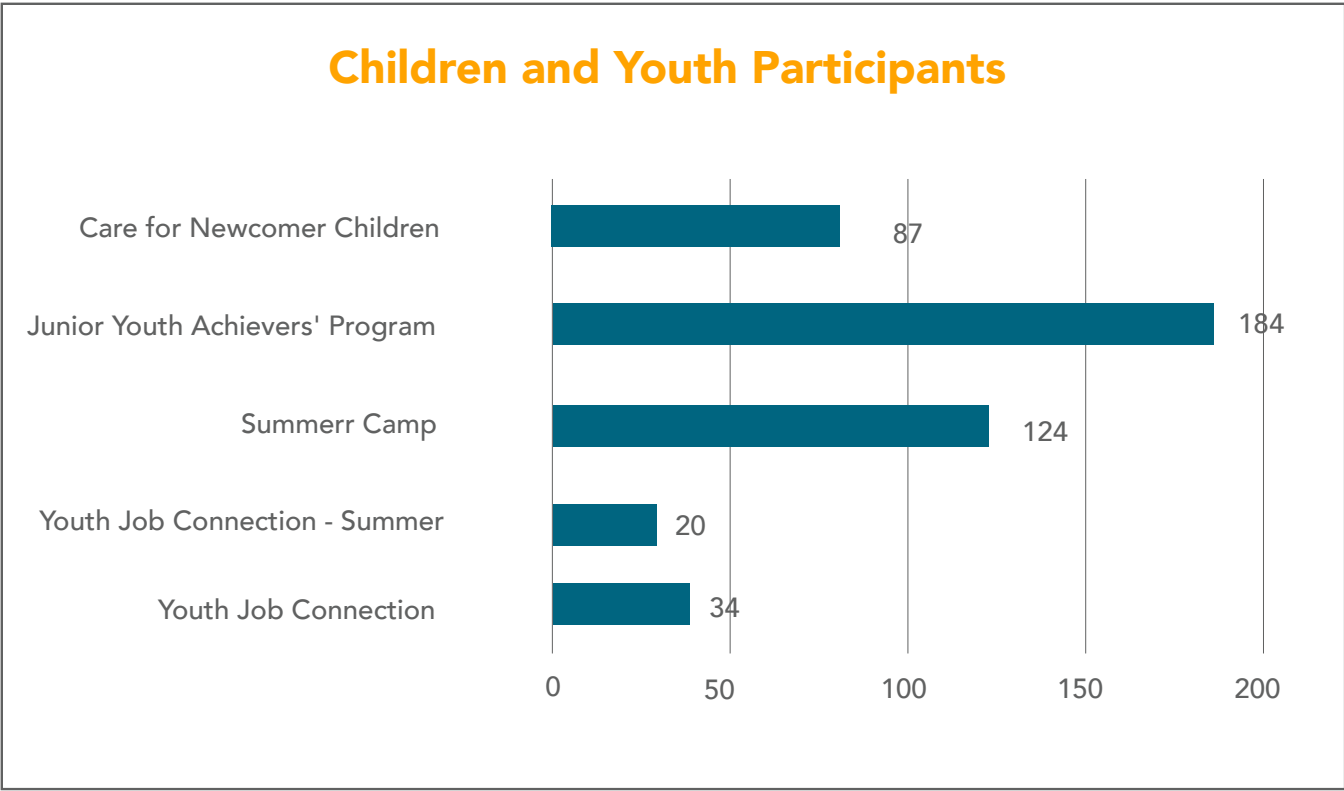
As a result, seniors reported feeling more connected, informed, and physically active, with many expressing a stronger sense of belonging and reduced isolation.

Anonymous Survey Feedback: 100% of surveyed seniors agreed that the project helped reduce social isolation, with 87.18% strongly agreeing and 12.82% agreeing.



The background of the page features two dark blue silhouettes of young people's heads and shoulders, facing each other in profile. The person on the left has short, spiky hair, while the person on the right has a large, voluminous afro. The silhouettes are set against a lighter blue background.

SERVICES FOR YOUTH



JUNIOR YOUTH ACHIEVERS PROGRAM

Children and youth developed skills in leadership, communication, and creativity through this popular after-school initiative. Activities included STEM projects, arts-based learning, and confidence-building games, fostering personal growth in a fun and engaging environment.



YOUTH JOB CONNECTION (YJC) & YOUTH JOB CONNECTION SUMMER

The 2024–2025 program year marked the final delivery of YJC programs in Toronto. With the completion of the Ontario Employment Ontario (EO) transformation in February 2025, Toronto transitioned to a new EO model focused on supporting unemployed individuals through Integrated Employment Services.



SUMMER CAMPS

The 2024–2025 program year marked the final delivery of YJC programs in Toronto. With the completion of the Ontario Employment Ontario (EO) transformation in February 2025, Toronto transitioned to a new EO model focused on supporting unemployed individuals through Integrated Employment Services.



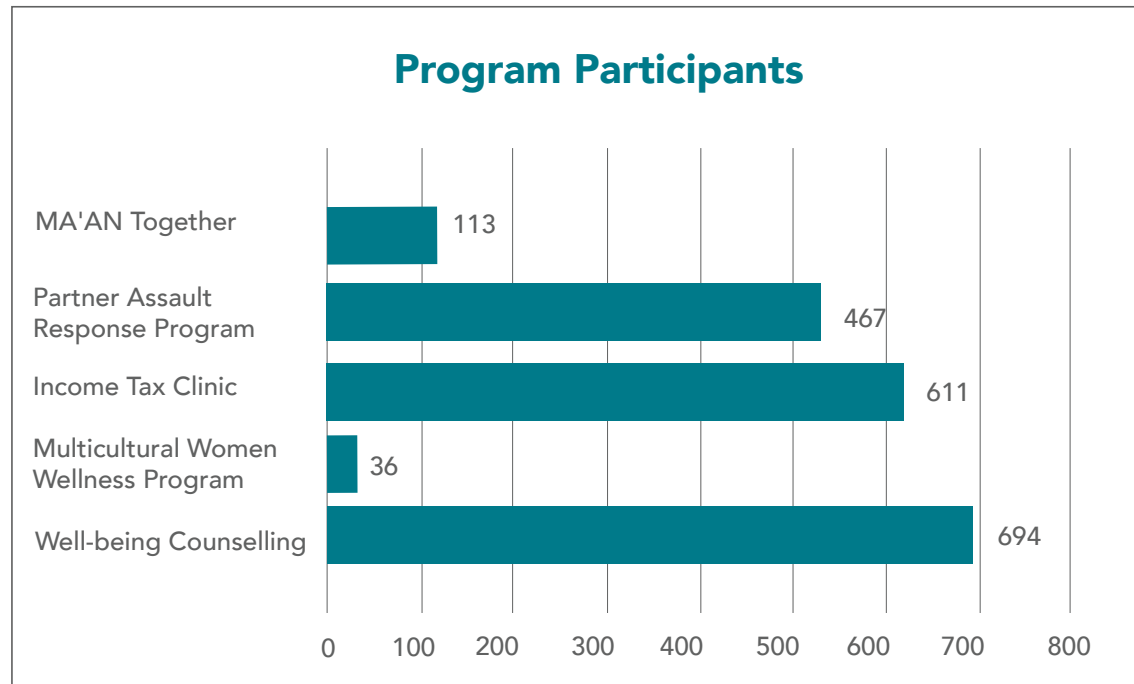
CARE FOR NEWCOMER CHILDREN (CNC)

While parents attended LINC classes, infants, toddlers and pre-school children engaged in CNC programming. The play-based model promotes early development and literacy in a safe, inclusive environment, supporting both children and their families during the settlement process.





WELL-BEING AND SPECIALIZED PROGRAMS



WELL-BEING COUNSELLING

Newcomers accessed culturally responsive mental health support, helping them cope with immigration-related stress, trauma, culture shock, and loneliness.



MULTICULTURAL WOMEN WELLNESS PROGRAM

This program created a safe and empowering space for Ukrainian women, focusing on self-care, mental health, and resiliency through group-based activities.



PARTNER ASSAULT RESPONSE (PAR) PROGRAM

In partnership with the justice sector, the PAR program supported 168 new participants with accountability-focused interventions for those navigating domestic violence dynamics. The program played a critical role in promoting safety for victims and fostering behavioral change.



MA'AN PROJECT

Polycultural's MA'AN project supported Peel Children's Aid Society in delivering culturally competent services to Arab Families. The initiative helped prevent the placement of children and youth of Arabic descent into care, strengthened community relationships, and worked to dispel myths about child welfare.



INCOME TAX CLINIC

During tax season, Polycultural partnered with Service Canada and trained volunteers to assist low-income individuals in filing their income tax returns free of charge.



HUMAN RESOURCES AND ORGANIZATIONAL CULTURE

In 2024–2025, Polycultural continued to grow its workforce to meet the increasing demand for linguistically and culturally responsive services. New hires brought expanded capacity in Arabic, Dari, Ukrainian, Spanish, and Mandarin, strengthening support for refugee claimants and high-needs newcomers.

Staff across locations benefited from increased cross-team collaboration, shared wellness initiatives, and professional development opportunities. Team leads and coordinators played a critical role in onboarding and mentoring staff, particularly in trauma-informed and wraparound service environments.

To further support capacity-building, we continue offering the micro-credential settlement fundamentals program in partnership with Sheridan College. The program, designed for counsellors without formal social service education, delivered three courses over 8 weeks covering foundational settlement practice, family-centered support, and trauma-informed professionalism. Seven staff were certified in April 2024, with thirteen more completing the program in May 2025. Polycultural also implemented new HR and payroll systems to improve operational accuracy, automate time tracking, and expand capabilities in recruitment, learning, and reporting.

While human resource priorities continue to evolve, we remain committed to building a workplace that reflects the communities we serve and supports the wellbeing and growth of our staff. Succession planning and continued staff development are key areas of focus as part of the 2025–2030 Strategic Plan.



As of March 31, 2025, Polycultural employed:



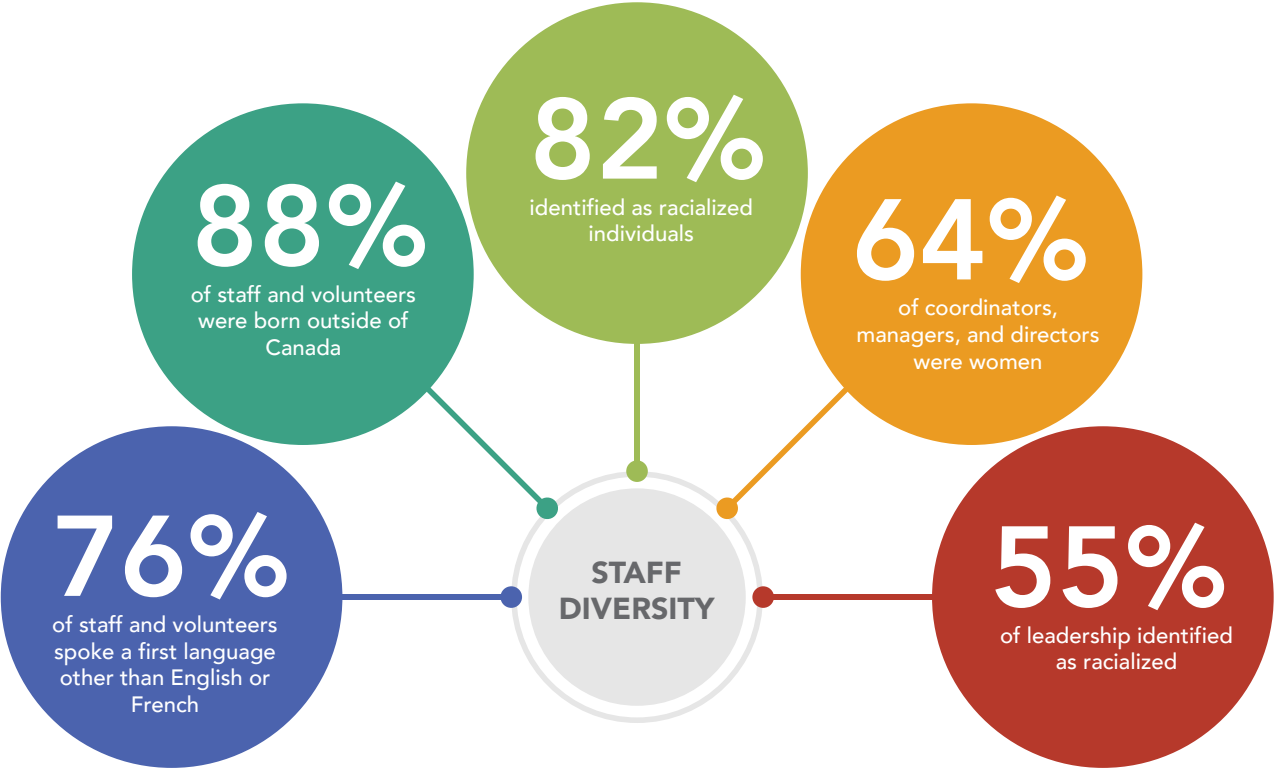
■ HARMONIA FRAMEWORK AND EIDAD COMMITMENT

In January 2024, Polycultural engaged Trainers in Equity, Inclusion, Diversity, and Anti-discrimination (EIDAD) to develop a comprehensive EIDAD framework, a guiding tool to strengthen inclusive practices across the organization. Building on this foundation, in June 2024, Polycultural officially launched the Harmonia Framework, a values-based internal initiative designed to embed EIDAD principles at all levels. Co-developed with frontline and management staff, and informed by client feedback and community realities, Harmonia reflects our commitment to fostering a workplace and service environment rooted in equity and belonging.

Key elements included:

- ✿ Establishing an internal Harmonia Committee, co-led by HR and Program Monitoring
- ✿ Rolling out staff training tied to EIDAD principles and inclusive practice
- ✿ Conducting a diversity survey (142 participants) to inform action planning
- ✿ Embedding EIDAD values into hiring, performance, and leadership accountabilities

Staff diversity highlights from the 2024 survey:



The Harmonia Framework is an evolving model of shared accountability. Its implementation reflects a deeper organizational shift: from policy-based inclusion to daily, measurable culture-building.

ACKNOWLEDGMENTS AND CALLS TO ACTION

With Gratitude

Polycultural's impact in 2024–2025 was made possible through the dedication of our staff, the trust of our clients, and the collaboration of our partners, funders, and volunteers. Each person who contributed, through time, talent, funding, or lived experience, helped build a more inclusive, resilient, and welcoming community.

Thank You to Our Volunteers

From mentoring newcomer youth to packing winter kits, our volunteers showed up in countless ways. Their energy and compassion continue to inspire our staff and strengthen our programs. We extend our heartfelt thanks to each volunteer who shared their time this year.

Support Our Work

If you believe in creating communities where everyone feel seen, supported, and empowered, we invite you to get involved:

- ✦ Volunteer your skills or time at one of our seven sites
- ✦ Donate to help sustain and expand our programs
- ✦ Partner with us to build meaningful cross-sector solutions

Visit www.polycultural.org/contact-us/contact-us to learn more.

Follow Us Online

Stay connected with us for stories, program highlights, and ways to get involved:

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- ✿ United Way Greater Toronto
- ✿ Peel Children's Aid Society
- ✿ Canadian Mental Health Association
- ✿ WCG





COMMUNITY ENGAGEMENT AND PARTNERSHIPS

PARTNERSHIPS

Our efforts were strengthened by deep partnerships that significantly extended our reach and impact. While we may not be able to name every organization we collaborated with, each partnership and community initiative reflected our commitment to inclusive, collaborative service delivery rooted in authentic relationships and local knowledge.

- ACCES Employment
- Access Alliance Multicultural Health and Community Services
- Achēv
- AGO
- Arab Community Centre of Toronto
- Brampton Multicultural Community Centre
- Caledon Dufferin Victim Services
- Canada Border Services Agency
- Canada Revenue Agency
- CanAg Travel
- CARP
- CAS's Youth Wellness Hub Ontario
- Catholic Family Services
- Centre Francophone De Toronto
- Chinese and South East Asian Legal Clinic
- College Boreal
- Community Family Services of Ontario
- Contact North
- COSTI Immigrant Services
- Dixie Bloor Neighbourhood Centre
- Dufferin-Peel Catholic District School Board
- Ecosource
- Family Transition Place

PARTNERSHIPS

- Food Banks Mississauga
- Functional Mind and Body
- Furniture Bank
- Global 180
- Halton Multicultural Council
- Headwaters Health Care Centre
- HEAL Network
- Help Mobility
- Hong Fook Mental Health Association
- Immigrant Employment Council of BC
- Indus Community Services
- Kids up Front
- Mabelle Arts Etobicoke
- Malton Neighborhood Services
- Mississauga Library
- Mississauga Ontario Health Team
- Muslim Community Services
- Newcomer Centre of Peel
- Newcomer Women's Services Toronto
- North York Community House
- Ontario Ministry of Agriculture, Food and Rural Affairs
- Ontario Provincial Police
- Orangeville Food Bank
- Parkdale Newcomers Service Providers Network
- Peel Children's Aid Society
- Peel Multicultural Council
- Peel Newcomer Strategy Group
- Peel Regional Police
- Punjabi Community Health Services
- RBC
- Scarborough Centre for Healthy Communities
- Scarborough Housing Center
- Senior Persons Living Connected
- Service Canada
- Shelburne Employment Resource Centre
- Shelburne Food Bank
- Shelburne Public Library
- Sheridan College
- The Neighbourhood Organization
- Together Project
- Toronto District School Board
- Toronto East Quadrant Local Immigration Partnership
- Toronto Employment and Social Services
- Toronto Police
- Toronto Police Service, Project Hope
- Toronto West Local Immigration Partnership
- TRIEC Mentoring Partnership
- Trios College
- University of Toronto-Mississauga
- WCG
- WES Gateway Program
- Woodgreen Community Services
- Workforce Windsor Essex
- YMCA
- Yonge Eglinton Community Centre

GROWING WITH **CANADA**

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