










ANNUAL REPORT

2025-2026



www.polycultural.org

POLYCULTURAL
IMMIGRANT & COMMUNITY SERVICES

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Adam Altmid
Chairman, Board of Directors



Marwan Ismail
Executive Director

Dear Friends, Partners, and Supporters,

It is with deep gratitude and a profound sense of purpose that we reflect on another year of meaningful achievement. This past year, Polycultural had the privilege of serving more than 40,000 individuals each one a person with a story, a dream, and a future we are honored to be part of. That number is not simply a statistic; it represents families finding their footing, individuals discovering new opportunities, and communities growing stronger together.

We close this chapter fully aware of the horizon ahead. Shifts in federal government strategies around settlement and resettlement have introduced real funding uncertainties that we, like many organizations in our sector, must navigate with both courage and clarity. We do not take these challenges lightly or face them unprepared.

This year, Polycultural officially launched its new Strategic Plan, a forward-looking roadmap built precisely for this moment. Our plan charts a course toward greater financial sustainability through diversified funding streams, including investment in community assets, subsidized fee-for-service programs, and the cultivation of new funder relationships. Equally important, we are committed to strengthening our internal organizational culture ensuring it remains positive, productive, and resilient enough to meet whatever comes next. We also reaffirm our role as a voice for the communities we serve, informing governments, funders, and the public about the real and pressing needs of the communities we serve.

We are proud to say that after a remarkable decade of continuous growth, we have entered a deliberate period of stabilization. This is not a pause; it is a foundation. Once we stabilize and consolidate our strength, we will be well-positioned to launch the next exciting phase of growth.

Among this year's proudest milestones was the official opening of our owned Reception Centre in Mississauga, now operating at full capacity. The Centre houses two vital programs: support for Government-Assisted Refugees (GARs) funded by IRCC, and services for Asylum Seekers funded by the Region of Peel. Thanks to generous support from United Way Greater Toronto, we were also able to complete renovation projects and install a playground for the children and youth in our building, a small but deeply meaningful investment in joy, belonging, and dignity.

Our Employment Programs, supported by WCG and the Province of Ontario, continued to help community members find meaningful work and build stable livelihoods. Our settlement programs met their targets across most service areas, and where sector-wide challenges arose, our teams responded with professionalism and care. Our dedicated staff at the airport, across both the Point of Entry and Migrant Workers programs, served thousands of individuals, often in their most vulnerable moments of arrival.

To our funders: thank you for believing in these communities and for trusting Polycultural to serve them well. Your investment changes lives.

To our partners: your collaboration and services are an enduring asset to every community we touch.

And to our extraordinary employees and volunteers: you are the true heroes of this story. Your compassion, dedication, and resilience make everything possible.

With deep appreciation and renewed resolve, we look forward to the year ahead together.



EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

The 2025–2026 fiscal year was marked by significant programmatic changes, new developments, and organizational adaptation in response to evolving government priorities and broader system transformations. Throughout the year, Polycultural Immigrant & Community Services successfully navigated a changing funding and policy landscape by concluding several programs, launching new projects, and introducing innovative initiatives designed to meet emerging community needs.

Overall, the organization experienced an 11% decrease in the total number of clients served compared to the previous year, with just over 52,000 individuals receiving support across all programs and services. While this decline reflects sector-wide adjustments and shifting funding priorities, Polycultural continued to demonstrate resilience, responsiveness, and a strong commitment to delivering high-quality services to newcomers, seniors, youth, families, and other vulnerable populations.

Looking back on the year, there is a strong sense of accomplishment surrounding the successful launch of the Bridging the Gap Program and the rapid growth of the Seniors Hub, both of which have become key examples of Polycultural's ability to develop innovative, community-driven responses to identified service gaps.

Polycultural Conference Presentations & Thought Leadership

- **Measuring What Matters:** Leveraging Evaluation to Strengthen Growth, Impact, and Collaboration"
  Pathways to Prosperity Conference, Halifax, 2025
- **From Idea to Impact:** Designing Effective Services and Developing Winning Proposals"
  OCASI Professional Development Conference, Toronto, 2025
- **Exploring Canada Through Group Activities**: Learning About Canada's Geography"
  TESL Ontario Conference, Toronto, 2025
- **Innovating Asylum Services:** The Peel Collaborative Model"
  28th Annual National Metropolis Canada Conference, Nova Scotia, 2026
- **From Crisis to Stability**: How Wraparound Services Transform Outcomes for Asylum-Seeking Youth and Families
  28th Annual National Metropolis Canada Conference, Nova Scotia, 2026

FEATURED PROJECTS

BRIDGING THE GAP PROGRAM

Launched in June 2025 with Province of Ontario support, the Bridging the Gap Program is delivered by Polycultural Immigrant & Community Services in partnership with the Yonge Eglinton Community Centre (YECC). The program was designed to support internationally trained professionals seeking to transition into Ontario's early childhood education and childcare sector.

Since the first cohort began on August 25, 2025, the program has successfully delivered three cohorts, consisting of six training groups across Toronto and Mississauga, serving a total of 141 participants. Community interest exceeded expectations, resulting in over-enrollment and surpassing initial participation targets. This strong demand underscores the need for sector-specific bridging programs that help newcomers transfer their skills and address workforce shortages in critical sectors.

Polycultural and YECC undertook several key activities to strengthen program delivery and ensure participant success, including:

- Development and ongoing revision of a 10-week program curriculum to align with sector standards and employer needs;
- Enhancement of participant supports and employment preparation activities;
- Strengthening partnerships with childcare employers and sector stakeholders;
- Continuous monitoring, evaluation, and quality improvement efforts to maximize participant outcomes

Of the 85 graduates of the Bridging the Gap program, 74 are employed as Early Childhood Assistants in licensed daycare centres, while 11 are working with children in various other positions. Program evaluation results showed that 99% of participants reported that the training and support helped them progress toward their career goals in the Early Childhood Education (ECE) sector.





SENIORS HUB

The Seniors Hub continued to experience substantial growth during the reporting period with 812 individuals participating with multiple activities daily, becoming an increasingly important resource for older adults seeking coordinated access to services, social support, and community engagement opportunities. The Seniors Hub, in addition to United Way Greater Toronto funding, received additional support under the Province of Ontario SALC program.

Through expanded partnerships and enhanced service coordination, the Hub increased its capacity to address the complex needs of seniors, including those experiencing isolation, health challenges, language barriers, and difficulties accessing community resources.

The rapid growth of the Seniors Hub reflects both the increasing demand for integrated senior services and Polycultural's commitment to supporting healthy aging, social inclusion, and improved quality of life for older adults across the communities it serves.

A total of 237 seniors completed the annual feedback survey, demonstrating a high level of satisfaction with the Seniors Hub and its services. More than 93.8% of respondents agreed that "The Seniors Hub is a welcoming, safe, and uplifting space," while 95.7% reported that staff and volunteers are easy to talk to, caring, and receptive to their ideas and feedback.

A senior couple shared:

"My husband and I joined the Seniors Hub about 1 year ago. We really enjoy coming here regularly because it helps us mentally and physically. We felt happier to be able to communicate with new friends. We exercise to improve our health, learning essential information that helps us in our senior life, such as the Fraud Prevention seminar and the Chronic Illness series."



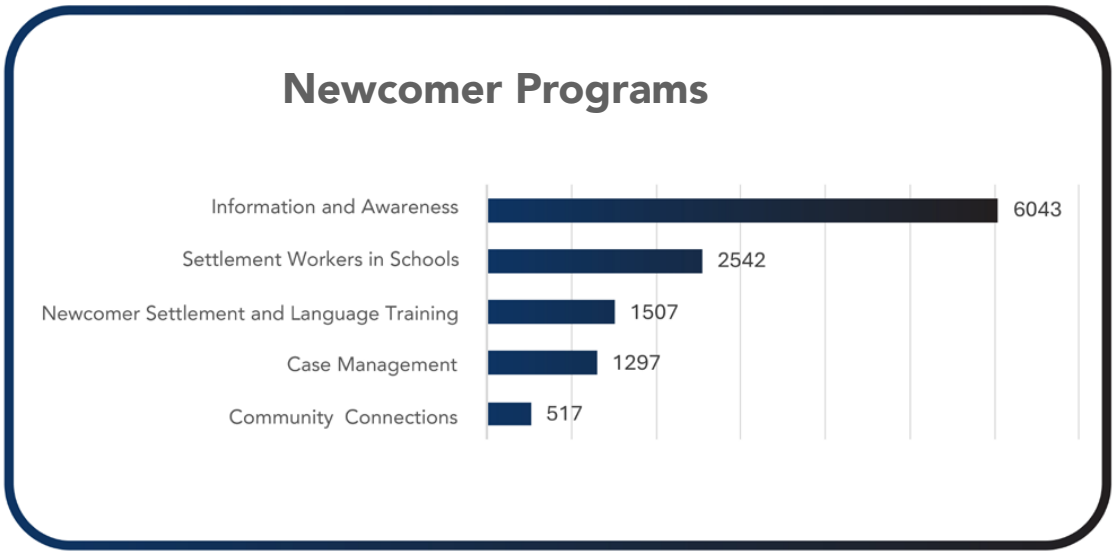




NEWCOMER SERVICES

NEWCOMERS SERVICES

Settlement programs remain a central entry point for newcomers across Polycultural's locations in the GTA and Dufferin County. In 2025–2026, multilingual settlement staff provided individual and group support, ensuring accessible and culturally responsive services.



Newcomers received personalized needs and assets assessments, orientation for the first days and extended information on various settlement topics like housing, accessing healthcare, education, immigration, guidance in making informed decisions, and support navigating government and community programs. These services help newcomers build a solid foundation for successful settlement.



SERVICES HIGHLIGHTS

A client expressed heartfelt gratitude to Polycultural for its support throughout their journey toward medical licensure and residency in Canada. With perseverance and dedication, they successfully passed key milestones and were accepted into the Internal Medicine Residency Program at the University of British Columbia.

Our weekly IMG study group provided a collaborative environment where international medical graduates support each other in preparation for the Medical Council of Canada Qualifying Examination (MCCQE) Part I and accessing the Canadian Residency Matching Service (CaRMS) process., helping them stay focused, resilient, and committed to achieving their professional goals.



SETTLEMENT WORKERS IN SCHOOLS (SWIS)

A total of 2,542 newcomer students and parents from 50 schools in Mississauga participated in the SWIS Program. For newcomer families, schools are often the first gateway to community connection and belonging. Through the Settlement Workers in Schools (SWIS) program, families and newcomer students received support in navigating the education system and accessing community resources. Working closely with schools and community partners, SWIS workers helped families feel welcomed, informed, and empowered.

One parent reflected on their experience: "When we arrived, everything felt unfamiliar. The SWIS worker guided us through the school system step by step and helped us feel more confident supporting our child."

Another Parent shared: "The support we received made us feel welcomed from the beginning. We now feel more comfortable communicating with teachers and being part of the school community."



CASE MANAGEMENT SERVICES



Government-assisted refugees (GARs) face significant challenges upon their arrival in Canada. They often arrive with vulnerabilities stemming from past trauma, language barriers, and limited knowledge of Canadian systems. Their successful integration into society requires tailored support that addresses their unique needs and facilitates their transition into independent living.

Polycultural's Settlement Program includes providing structured case management for refugees for a year after they are exiting the Peel-Halton Integrated Services Reception Centre, ensuring they receive the necessary support in their journey toward self-sufficiency. Through a wrap-around approach, our caseworkers coordinate services, provide ongoing coaching, and facilitate access to essential resources such as healthcare, education, and employment opportunities.

SUCCESS STORY

Through Polycultural's support, a client, an internationally trained dentist was connected to a government-funded program designed to help internationally educated dental professionals navigate the Canadian dental system and enhance their professional readiness. Through determination and commitment, he successfully completed the program and secured employment at a local dental clinic.

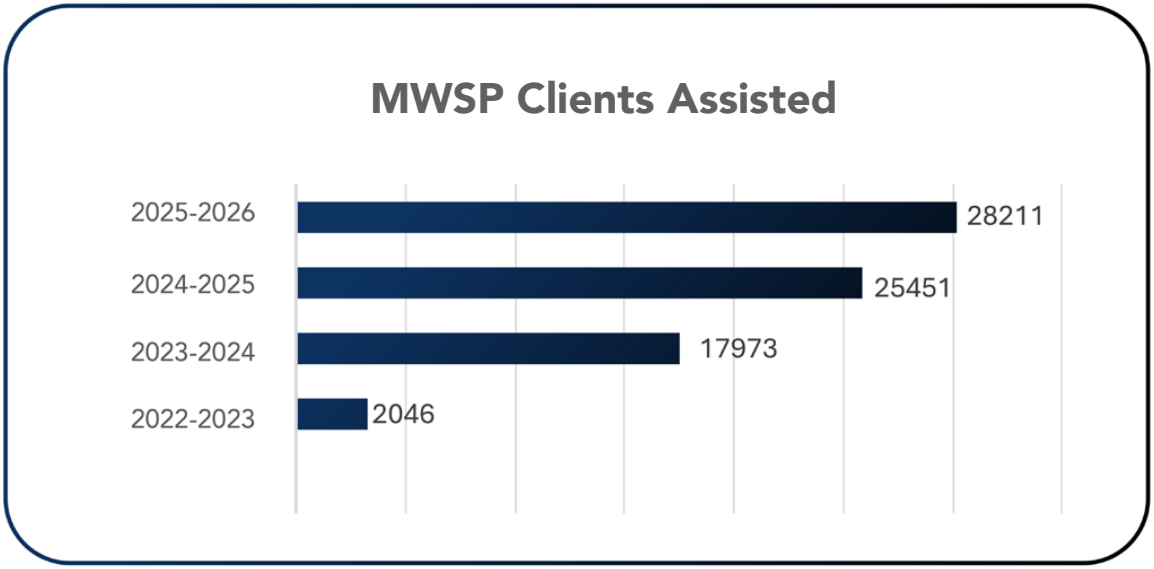
This achievement has provided him with valuable Canadian work experience and brought him one step closer to his goal of becoming a licensed dentist in Canada. His success demonstrates the positive impact of targeted employment and settlement supports in this achievement has provided him with valuable Canadian work experience and brought him one step closer to his goal of becoming a licensed dentist in Canada. His success demonstrates the positive impact of targeted employment and settlement supports in helping newcomers rebuild their careers and achieve professional integration.

MIGRANT WORKER SUPPORT PROGRAM (MWSP)

During the reporting year, MWSP assisted 28,211 clients. Services ranged from distributing Polycultural's MWSP Toolkit with essential information and resources for daily living, to providing assistance at Pearson Airport with documentation and transportation, as well as offering emergency support and referrals to community services for further assistance.

On April 14, 2025, the MWSP team welcomed 254 agricultural workers from Mexico at Toronto Pearson International Airport, marking the largest single-flight arrival. Representatives from the Mexizcan Consulate attended the arrival.

4.45★
average rating





REFUGEE SERVICES



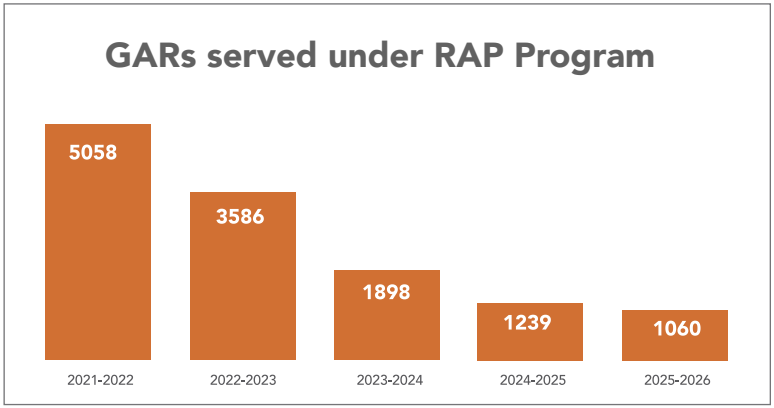
REFUGEE SERVICES

Polycultural delivered comprehensive resettlement support to asylum seekers, Government-Assisted Refugees (GARs), and Privately Sponsored Refugees (PSRs), including airport reception, temporary housing arrangements, needs and assets assessment, orientation, referrals to community resources, and support with the transition to permanent housing.

RESETTLEMENT ASSISTANCE PROGRAM (RAP)

Polycultural's Reception Centre provides newly arrived refugees with immediate settlement support following their arrival in Canada.

Services focus on building the knowledge, skills, and community connections needed for safe and independent living, while also assisting clients in securing permanent housing.



United Way Greater Toronto Capital Grant for Reception House

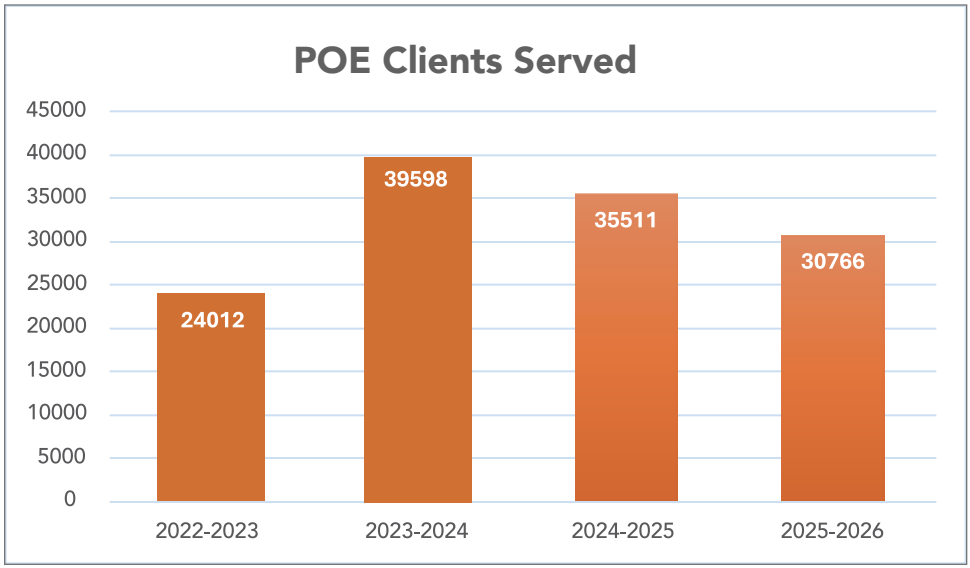
Thank you to United Way Greater Toronto for the generous $150,000 capital grant for the Reception House Sports and Recreation Project. These funds were used for the construction of a soccer field and basketball court, enhancing recreational opportunities for refugee youth.

PORT OF ENTRY (POE) RECEPTION SERVICES

Polycultural provides Port of Entry Reception Services at Toronto Pearson International Airport for GAR (government-assisted refugees), PSR (privately sponsored refugees), and BVOR (blended visa office referred to refugees). Services include airport reception, immigration and customs assistance, onward travel support, coordination with sponsors and service providers, and seasonal provision of winter clothing for eligible clients.

After months of advocacy and support, a family was finally reunited with their loved ones at the airport, an emotional milestone they had long awaited. Surrounded by flowers, tears of joy, and heartfelt embraces, the family celebrated the beginning of a new chapter together.

In expressing their gratitude, they affectionately referred to the POE team as **"Airport Angels in Orange Jackets,"** recognizing the guidance, compassion, and dedication that made their journey and arrival experience seamless and memorable.





ASYLUM CLAIMANT RESPONSE IN PEEL

On November 14, 2025, Polycultural's leadership joined the Region of Peel for the announcement of $103.4 million in IRCC funding to support asylum claimant shelters until 2027. The event was attended by Mississauga Mayor Carolyn Parrish, local MPs, and city council members.

This funding has supported dedicated shelter and case management services for refugee families at Polycultural's Reception House. On November 1, 2025, our Asylum Claimants Response Team successfully relocated several refugee families to the Reception House. Throughout the year, 466 asylum seekers received temporary accommodation and comprehensive case management services, including housing support, to help them transition out of the shelter system and move toward community integration.





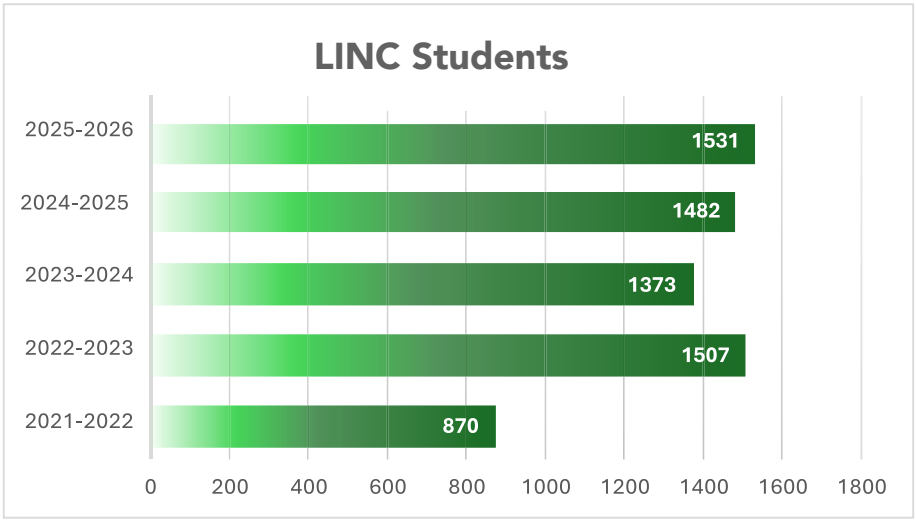




LANGUAGE LEARNING AND SKILLS DEVELOPMENT

LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)

Fluency in English continues to create valuable opportunities for newcomers, supporting their participation in education, bridging programs, and the workforce. Learning through the LINC program, alongside informal English Conversation Circles, ESL Café, helps newcomers build confidence and successfully navigate everyday life.





LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)

Across four service locations, 1,531 full-time and part-time learners participated in LINC classes with instruction aligned to the Canadian Language Benchmarks (CLB) from literacy to Level 6 to meet diverse learner needs.

We received

872

responses to the LINC student survey in 2025-2026.

93%

of respondents agreed with the statement: *"I felt welcoming and comfortable attending the class."*

91%

of respondents were overall satisfied with our services to help them with language learning.

Our PBLA Lead and LINC Instructor, Anjum Karimi, participated in the Fireside Chat panel, "Evolving Excellence: Teaching Strategies That Grow with You," at the TESL Ontario Conference 2025, where attendees engaged in interactive roundtable discussions with panelists.

Our TESL Instructor **Ilona Sandor** represented Polycultural in an interactive webinar hosted by **TESL Ontario** on March 29, 2026. The session, "Exploring Canada Through Group Activities," highlighted practical, classroom-ready strategies to help learners build English language skills while exploring Canadian geography, communities, and culture through collaborative activities.



ENGLISH CONVERSATION CIRCLES

Conversation Circles offered informal group sessions where participants practice conversational English with others at similar language levels. Sessions focused on practical topics such as daily life and current events.

One participant shared: *"When I first came to Canada, I felt lonely and was afraid to speak English. I often struggled with simple daily conversations, such as going to the grocery store or dentist. The English Conversation Circle has helped me build my confidence and improve my everyday communication skills. Through practical topics, discussions, and meeting people from different backgrounds, I now feel more comfortable speaking English. After only a few sessions, I can already see a big difference in my confidence and mood. I am very grateful for this opportunity and hope to one day help other newcomers as a volunteer."*

ESL Café

With support from WCG Community Investment Funding, Polycultural's ESL Café in Etobicoke helped participants strengthen their workplace English proficiency and enhance their job readiness skills. The sessions focused on workplace communication, understanding job instructions, interview preparation, and navigating workplace culture, equipping participants with the skills and confidence needed to succeed in the labour market.

Participants also practiced real-life workplace scenarios, visited an employer for additional on-the-job training and connected with other job seekers in a supportive and interactive environment.

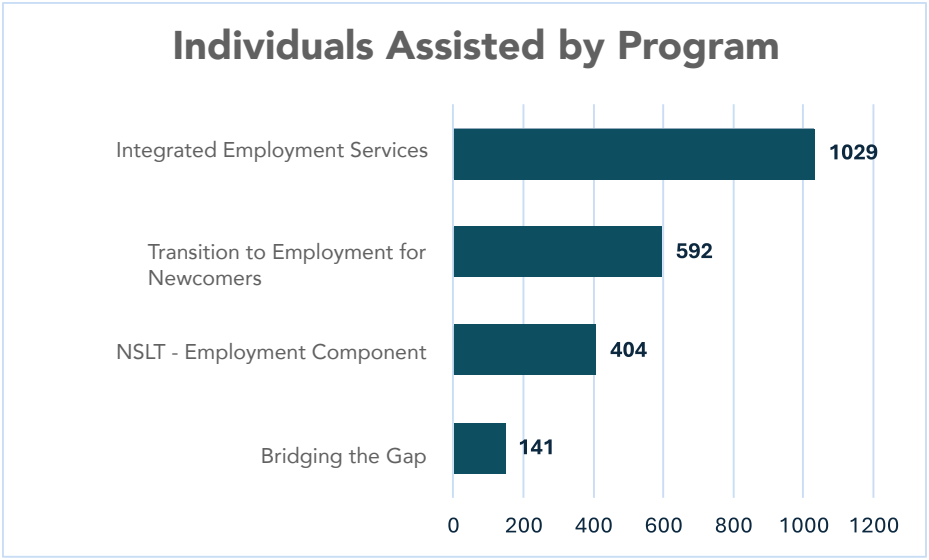
One participant expressed: *"This is the foundation of any job, and it helps me understand how to communicate and deal with my manager and coworkers. If I know these basics, I will not have any problems."*







TRANSITION TO EMPLOYMENT SERVICES





TRANSITION TO EMPLOYMENT FOR NEWCOMERS

With funding from IRCC, the Transition to Employment for Newcomers Program supported internationally trained professionals, skilled tradespeople, refugees, and other newcomers in navigating the Canadian labour market. Through individualized employment counselling, workshops, referrals, and strategic partnerships such as the TRIEC Mentoring Partnership and the WES Gateway Program, participants gained the skills, professional networks, and knowledge needed to secure meaningful employment and advance their careers in Canada.

The program concluded on March 31, 2026. Newcomers requiring employment support will continue to be served through Integrated Employment Services (IES), where they can access a wide range of employment-related supports and resources tailored to their needs.



INTEGRATED EMPLOYMENT SERVICES

In its first year, Polycultural's Integrated Employment Services (IES) Program, administered by WCG in Toronto, supported 1,029 clients through a comprehensive range of employment services. The program also hosted five job fairs and hiring events, helping newcomers strengthen their job-search skills, connect with employers, and build confidence in entering the Canadian workforce.

IES features broader eligibility criteria than other employment programs, allowing most unemployed individuals to access employment services and support, with the exception of visitors, temporary foreign workers, and international students.





SUCCESS STORY



Francis arrived in Canada on October 25, 2024, as an asylum seeker and faced the challenges of settling into a new country. In May 2025, he registered with Polycultural's Integrated Employment Services Program, where he received individualized support from an Employment Counsellor, including job-search guidance, résumé development, and interview coaching. Within a month, Francis secured his first Canadian job as a Package Handler with UPS, marking an important milestone in his settlement and employment journey.

Reflecting on his experience, Francis shared: "Coming to Canada was not easy, but the support I received through Polycultural Immigrant and Community Services helped me every step of the way. This job has given me hope for the future."

Another client participated in employment coaching sessions to reassess his strengths, refine his career direction, and align his goals with labour market demands. Through this process, he enhanced his job-search strategy. As a result, he secured a position as a Financial Systems Specialist. His achievement reflects his dedication, resilience, and proactive approach to career development.

The client shared: "I have officially secured a role as a Workday Financial System Analyst. I truly appreciate all the support, guidance, and encouragement you've given me throughout my job search. Your help was instrumental in reaching this milestone."

TESTIMONIAL FROM A JOB FAIR ATTENDEE:

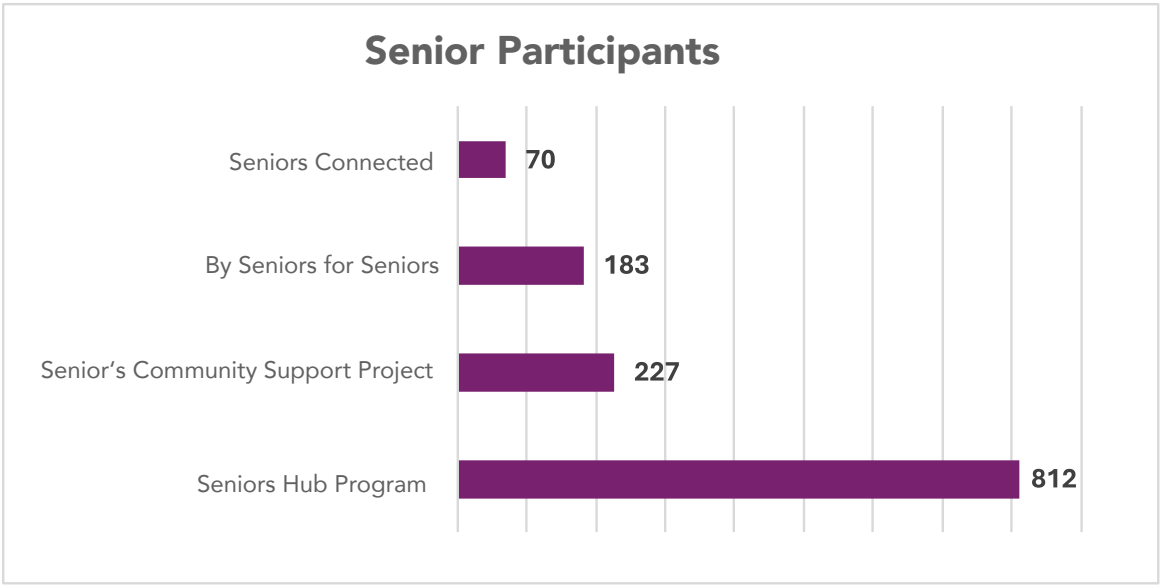
" I'm extremely grateful for the opportunity to attend the Job Fair. Thanks to my employment counsellor at Polycultural, I learned about the event and received invaluable support in tailoring my resume. They even helped register me for the fair, making the process seamless. At the event, I connected directly with employers and gained valuable insights into hiring processes. The highlight was meeting Skyview Security's hiring manager. I submitted my resume and security guard license, and they promised to follow up with positive news soon. This experience has been incredibly valuable for my job search!"

Joshua., attendee, Jobs Spring 2025 Job Fair



SERVICES FOR SENIORS

SERVICES FOR SENIORS



SENIORS CONNECTED

Funded by United Way Greater Toronto, the Seniors Connected program supported 70 socially isolated seniors, enhancing their quality of life by reducing feelings of loneliness and improving access to essential services. Through individualized support including needs assessments, referrals, and ongoing check-ins, participants became connected to their communities and better equipped to access the resources they need. Many reported improved mental and physical well-being, greater confidence, and a stronger sense of independence.



BY SENIORS FOR SENIORS

Funded by Employment and Social Development Canada (ESDC) through the New Horizons for Seniors Program, By Seniors, For Seniors engaged 183 seniors in a wide range of activities designed and led by the Seniors Leadership Group. Participants enhanced their physical and mental well-being through Zumba, Chair Yoga, Dancing Club, meditation, gardening, and fall prevention exercises. Creative workshops included origami, tie-dye, painting, and photography.

Seniors also benefited from educational sessions on nutrition, heart health, elder abuse awareness, fraud prevention, online safety, road safety, and smartphone skills. The project fostered active aging, social inclusion, lifelong learning, and stronger community connections.

One participant shared - *It has been an amazing experience to participate in activities of this group. I found new friends and learned many new things about my community. Thank you*





SENIORS COMMUNITY SUPPORT PROJECT

The project promoted social inclusion, healthy aging, and access to community resources through diverse programming. Seniors contributed to program design through leadership committees, ensuring activities remained responsive and community driven.

Activities included workshops on mental health, digital and financial literacy, and community services, along with social, cultural, and physical wellness sessions.

Partnerships with local organizations expanded access to support and services. Outcomes were improved social connections, increased awareness of resources, enhanced well-being, reduced isolation, and greater community engagement among seniors.

Anonymous Survey Feedback: 99% of surveyed seniors agreed that the project helped reduce social isolation.

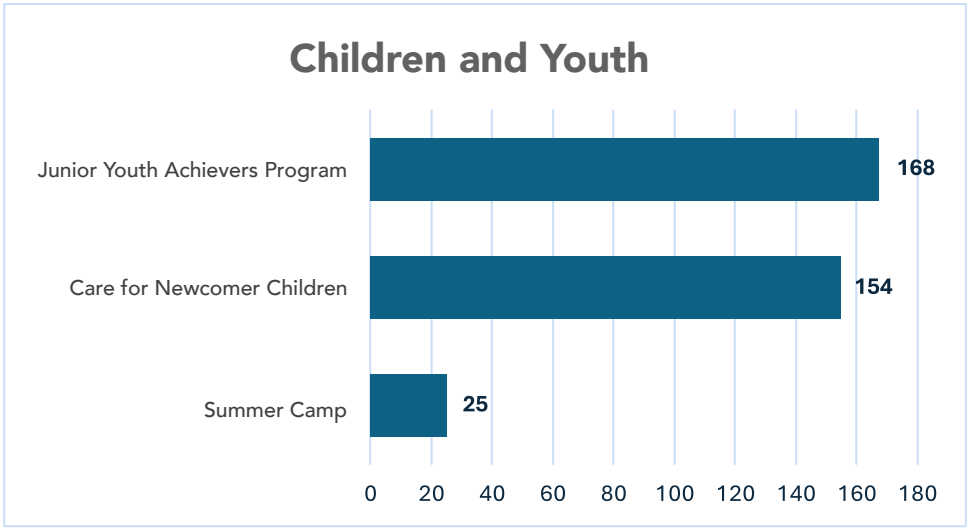






SERVICES FOR CHILDREN AND YOUTH

SERVICES FOR CHILDREN AND YOUTH





JUNIOR YOUTH ACHIEVERS PROGRAM

With generous support from United Way Greater Toronto, the Junior Youth Achievers Program engaged children and youth in structured activities focused on life skills development, STEM learning, and academic achievement. Through these activities, participants strengthened their social skills, critical thinking abilities, teamwork, and confidence while building the knowledge and competencies needed for future success. One of the core components is the Homework Club, weekly sessions where community volunteers, including students and retired teachers, offer academic support and mentorship. The club has helped students complete schoolwork, build confidence, and develop positive learning habits.

A Courtney Park Library Coordinator shared feedback about Polycultural's Program: "I wanted to thank you for your engaging and interactive presentation with our Teen Advisory Group this evening. As you know, back in the fall, the students selected the workshops they were most interested in, and Financial Literacy ranked high on their list. I believe they appreciated the chance to work through real-world scenarios in groups. Your case studies were especially eye-opening for them, helping them better understand what life may look like once they have completed school and are making their own financial decisions".





YOUTH AND PHILANTHROPY INITIATIVE

The Youth and Philanthropy Initiative (YPI) is a program that engages high school students in philanthropy by encouraging them to research local social issues and advocate for grants to support community organizations.

Students from Michael Power - St. Joseph High School participated in the YPI project and selected Polycultural as their charity of choice. The winning team developed a strong and insightful presentation highlighting Polycultural's programs and services.

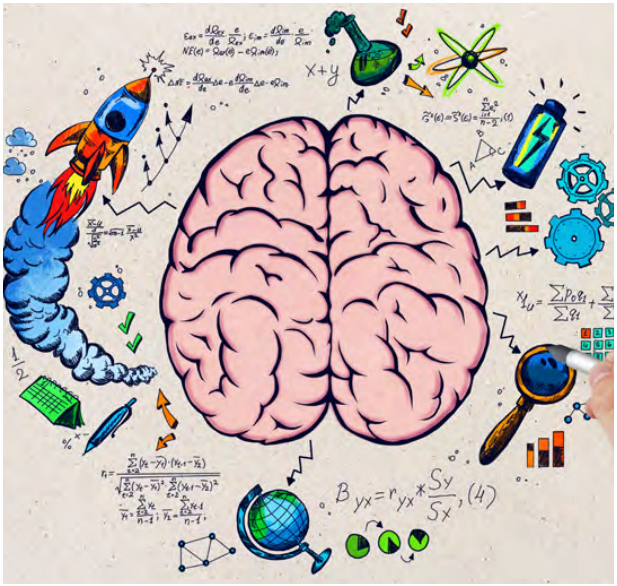
Their presentation earned first place in the school competition, resulting in a $5,000 donation to Polycultural, which will be directed toward supporting ongoing programming and community services.



PARTNERSHIP WITH FINN LAND LAB

Polycultural youth from Scarborough and Mississauga participated in a series of interactive workshops in collaboration with the University of Toronto's Neural and Learning Development team. The sessions explored how the brain works, introduced practical memory-building strategies, and included engaging, hands-on activities.

Youth involved in the "Brain Study" workshops left feeling more confident in their memory and cognitive skills. Participants of different ages benefited from the activities, gaining valuable tools to support focus, learning, and overall cognitive development.





SUMMER CAMPS

During the summer months, school-age children in Mississauga and Scarborough participated in vibrant and engaging summer camp programs that fostered both personal growth and community connection.

These camps provided a dynamic environment where children could take part in a wide range of outdoor activities, including sports, nature exploration, and recreational games, promoting physical health and an appreciation for the outdoors.

CARE FOR NEWCOMER CHILDREN



The program offers safe, nurturing, and inclusive childcare for newcomer families while parents access settlement services, language classes, or employment support. The program promotes children's early learning, social development, and sense of belonging in a welcoming environment.

HIPPY & SMART PROGRAM



The program offers safe, nurturing, and inclusive childcare for newcomer families while parents access settlement services, language classes, or employment support. The program promotes children's early learning, social development, and sense of belonging in a welcoming environment.

Polycultural launched the HIPPY and SMART programs in Mississauga in January with support from Immigration, Refugees and Citizenship Canada. The initial phase focused on staff training, program planning, and development. The programs are expected to support approximately 24 participants annually.



The HIPPY (Home Instruction for Parents of Preschool Youngsters) program is an evidence-based home visitation initiative designed to support vulnerable, isolated, and low-income mothers with children aged 3 to 5 years. The program helps parents prepare their children for a successful transition to school by strengthening parenting skills, building confidence, and fostering community connections.

The SMART (Supporting Mothers and Raising Toddlers) program serves isolated mothers with children aged 18 to 36 months. It provides early childhood development support, parenting resources, and opportunities for engagement during the critical early years of a child's development.



SPECIALIZED PROGRAMS



WELL-BEING COUNSELLING

Through funding from IRCC, Polycultural provided non-clinical well-being counselling services to newcomer youth, adults, and families experiencing crisis situations. The service recognized that adjusting to life in an unfamiliar environment could be challenging and offered accessible support to 396 individuals to manage stress and transition-related difficulties.

"I highly recommend the counsellor. She is attentive, compassionate, and takes the time to truly listen to and understand your concerns. Her guidance and support made a meaningful difference in my experience. I am grateful for her help."



MULTICULTURAL WOMEN WELLNESS PROGRAM

A total of 41 women attended weekly sessions of the Multicultural Women's Wellness Program, which promotes mental health and well-being among women experiencing social isolation and facing cultural and linguistic barriers. The program is supported by the Canadian Mental Health Association. The program supported Ukrainian women who may be experiencing isolation or challenges related to migration and adjustment to life in Canada.

Through meaningful discussions, peer support, and social engagement, the Multicultural Women's Wellness Group helped participants reduce isolation, improve their mental well-being, and build a stronger sense of belonging within their community.

Our oldest participant is 98 years old and has been attending the group for more than 15 years. She often shared that the group "keeps her going" and inspires her through the positivity, friendship, communication, and enjoyment it provides.



PARTNER ASSAULT RESPONSE PROGRAM

Funded by the Ministry of the Attorney General, the program served 493 individuals, including court-referred partners and victims. Partner Assault Response program is a specialized, community-based group education and counselling service for individuals mandated by the court following criminal charges related to domestic violence. The program promoted accountability, increased awareness of abusive and controlling behaviours, and supported positive behaviour change through structured intervention, education, and counselling sessions.

A key component of the program was victim and partner contact, through which staff identified safety concerns, conducted risk assessments, and connected individuals affected by violence with appropriate community resources and support services. This approach helped enhance victim safety while providing participants with the tools and knowledge needed to develop healthier, non-violent relationships.



MA'AN Project

The MA'AN Project supported 17 families and 78 individuals. Funded by the Peel Children's Aid Society, the project provided culturally responsive services to Arab families. Through cultural navigation, advocacy, and wraparound support, Ma'an helped bridge gaps between families and child welfare services, reducing fear, building trust, and improving engagement.

By addressing cultural, linguistic, and systemic barriers, the program strengthens collaboration and helps families access the resources and support they need to promote safety, well-being, and positive outcomes. Last year, 17 families were supported through this program



INCOME TAX CLINIC

During the tax season, Polycultural continued its partnership with the Canada Revenue Agency to provide free income tax filing services to low-income individuals.

With the support of trained volunteers, the program expanded access to essential services and ensured clients received timely and accurate assistance. Over the course of the tax season, approximately 350 clients were supported through the initiative.





HUMAN RESOURCES AND ORGANIZATIONAL CULTURE

HUMAN RESOURCES AND ORGANIZATIONAL CULTURE

This year, Human Resources focused on strengthening our people's practices and building a foundation for long-term organizational sustainability. Key initiatives support our commitment to equity, employee development, and workforce planning.

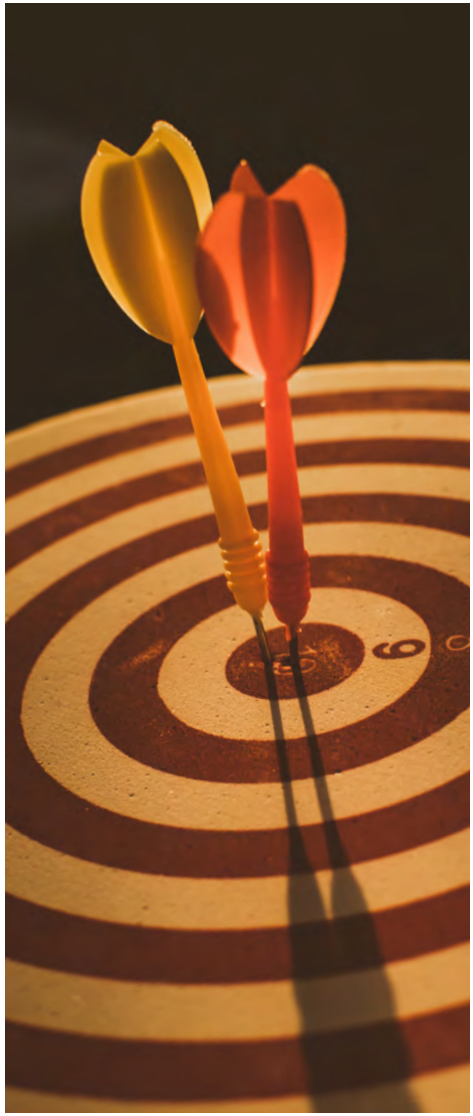
A significant achievement was the completion of a comprehensive pay equity job evaluation process, which established a standardized approach to evaluating roles and responsibilities. This work reinforces equitable compensation, consistency in role assessment, and compliance with legislative requirements.

To enhance learning and professional development opportunities, we successfully implemented a new Learning Management System (LMS). The platform provides employees with greater access to training resources, supports compliance requirements, and promotes continuous learning across the organization.

We also launched a new succession planning program to identify and develop future leaders, strengthen organizational resilience, and ensure continuity in key roles. This initiative supports knowledge transfer, leadership development, and strategic workforce planning as we prepare for future growth and evolving community needs.

Since 2024 we have offered staff the opportunity to obtain settlement fundamentals micro-credential in partnership with Sheridan College. Five more staff will complete the program in August 2026, bringing the total number of certified staff from 2024 to 25.

These accomplishments reflect our ongoing commitment to creating a supportive, equitable, and high-performing workplace. We thank our employees and volunteers for their dedication and contributions throughout the year.





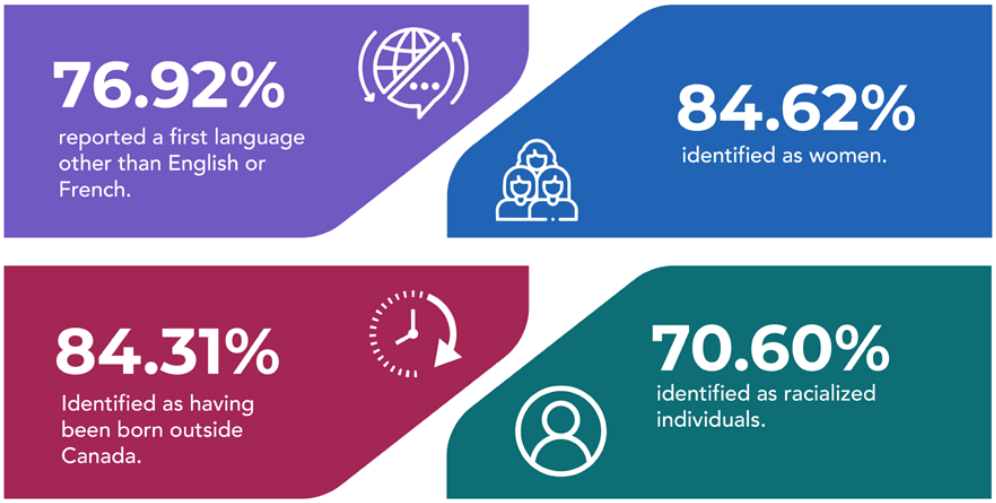
EQUITY, DIVERSITY AND INCLUSION



EQUITY, DIVERSITY AND INCLUSION

The 2026 Equity Survey highlighted the diversity that continues to be one of Polycultural's greatest strengths. Conducted in March 2026, the survey was completed by approximately 16% of staff and Board members and provided valuable insights into the composition of the organization.

Survey respondents reflected the rich diversity of Polycultural's workforce and leadership:



These findings reinforce Polycultural's multicultural identity and its ongoing commitment to fostering an equitable, inclusive, and representative workplace.

The results reflect the organization's continued efforts to build a workforce that mirrors the communities it serves and values diversity as a key driver of organizational excellence, innovation, and community impact.





GRATITUDE, IMPACT, AND COMMUNITY ACTION

GRATITUDE, IMPACT, AND COMMUNITY ACTION

We extend our deepest gratitude to our staff, volunteers, clients, community partners, and funders. Your dedication, compassion, and vision have created pathways of opportunity for newcomers, refugees, youth, seniors, and families across our communities. Because of you, we have strengthened our ability to respond to evolving needs and empower individuals to thrive.

HONORING THE PEOPLE BEHIND THE IMPACT

Throughout the year, our volunteers brought generosity, enthusiasm, and heart to everything they did. From mentoring youth and supporting settlement services to contributing at community events and outreach initiatives, their efforts helped transform ideas into action and challenges into opportunity.

Every hour volunteered, every skill shared, and every connection built contributed to welcoming spaces where individuals felt valued, supported, and empowered. We are proud to celebrate the remarkable people who stood alongside us and helped bring our mission to life.





BUILDING THE FUTURE TOGETHER

Get Involved

- Volunteer your time, skills, and expertise to support programs across our seven locations
- Donate to help expand access to vital services and opportunities for newcomers, refugees, and community members
- Partner with us to develop innovative solutions that strengthen communities and promote belonging
- Advocate for inclusion by sharing our mission and amplifying the voices of those we serve

Together, we can continue breaking down barriers, creating opportunities, and building communities where everyone has the chance to succeed.



Thank you

Thank you for being part of our story. Your support, partnership, and belief in our mission inspire us every day. We look forward to building an even stronger, more connected, and more welcoming future together.

To learn more or get involved, visit:
www.polycultural.org/contact-us/contact-us



FOLLOW US ONLINE

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

- **Instagram:** @Polycultural
- **Facebook:** @Polycultural Canada
- **LinkedIn:** Polycultural Immigrant and Community Services
- **X:** @polycultural
- **Website:** www.polycultural.org

BOARD OF DIRECTORS



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FUNDERS AND SUPPORTERS

- Immigration, Refugees and Citizenship Canada
- Employment and Social Development Canada
- Service Canada
- Ministry of Labour, Immigration, Training and Skills Development
- Employment Ontario
- Ministry of Attorney General
- Ministry for Seniors and Accessibility
- Region of Peel
- United Way Greater Toronto
- Peel Children's Aid Society
- Canadian Mental Health Association
- WCG



COMMUNITY ENGAGEMENT & PARTNERSHIPS

Throughout 2025–2026, we worked alongside a diverse network of partners who shared our vision of creating welcoming and inclusive communities. Although we cannot name every organization that walked this journey with us, every partnership enriched our work and extended our collective impact.

- ACCES Employment
- Achēv
- AGO
- Afghan Women's Organization
- Arab Community Centre of Toronto
- Brampton Multicultural Community Centre
- Bridgeway Family Centre
- Canada Border Services Agency
- Canada Revenue Agency
- Canadian Street Soccer Association
- CanAg Travel
- CARP
- CAS's Youth Wellness Hub Ontario
- Catholic Family Services
- Catholic Cross-Cultural Services
- Centre Francophone du Grand Toronto
- Chinese and South East Asian Legal Clinic
- City of Toronto
- College Boreal
- Community Family Services of Ontario
- Consolidated Credit
- COSTI Immigrant Services
- Dixie Bloor Neighbourhood Centre
- Dufferin-Peel Catholic District School Board
- Ecosource
- Food Banks Mississauga
- Functional Mind and Body
- Furniture Bank
- Global 180
- Halton Multicultural Council
- Headwaters Health Care Centre
- HEAL Network
- Hong Fook Mental Health Association
- IAVGO Community Legal Clinic
- Indus Community Services
- Kids up Front
- LAMP Community Health Centre
- Lullaboo Nursery & Childcare Center Inc
- Mississauga Library
- Mississauga Ontario Health Team
- Muslim Community Services
- Newcomer Centre of Peel
- Newcomer Women's Services Toronto
- New Circles
- North East Toronto Local Immigration Partnership (NET-LIP)
- Ontario Ministry of Agriculture, Food and Rural Affairs
- Orangeville Food Bank
- Parkdale Newcomers Service Providers Network

COMMUNITY ENGAGEMENT & PARTNERSHIPS

- 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
- Seneca Polytechnic
- Senior Persons Living Connected
- Service Canada
- Shelburne Employment Resource Centre
- Shelburne Food Bank
- Shelburne Public Library
- Sheridan College
- The centre francophone du Grand Toronto
- The Neighbourhood Organization
- Together Project
- Toronto District School Board
- Toronto Police Service, Project Hope
- Toronto South-West Local Immigration Partnership
- TRIEC Mentoring Partnership
- Trios College
- University of Toronto
- WES Gateway Program
- Woodgreen Community Services
- Workforce Windsor Essex
- Working Women Community Services
- Yellow Brick House
- YMCA
- Yonge Eglinton Community Centre

GROWING WITH CANADA

CONNECT WITH US