



FOUNDED IN VALUES...REACHING OUT TO ALL

# Catholic Community Services of York Region

## Annual Report 2019-2020



# Catholic Community Services of York Region

**Vision** Helping individuals and their families thrive and grow in relationship with one another and within our community.

**Mission** We reach out to support, counsel and guide individuals and families from diverse backgrounds and faiths. Inspired by the “Key Principles of Catholic Social Teaching” we recognize the dignity and worth of each individual. We provide a broad array of programs and services that enable all citizens, immigrants, newcomers and refugees, to participate fully in the social, economic, political and cultural life of our community.



# Message to the Community (1)

From the Board Chair and Executive Director

During the past 40 years, it has been our pleasure to serve the residents of York Region. Through our core values and social justice teaching, CCSYR helps create a strong, caring and safe communities. CCSYR staff are vital to our continued success; they respond to the needs of the community, provide high quality counselling and social services to York Region residents, as well as help new Canadians and immigrants integrate into their new home.

As CCSYR has consistently delivered excellent service and provided programs catered to the various needs of our diverse clients, we would like to recognize our community investors and financial supporters: Our major funder, Immigration, Refugees and Citizenship Canada (IRCC) that has granted another 5-year Contribution Agreement until 2025; Ministry of Children, Community and Social Services; Catholic Charities of the Archdiocese of Toronto (a ShareLife funder organization); The Regional Municipality of York Region - Community Development Investment Fund (CDIF); Ontario Lottery and Gaming (OLG-Bingo); and Ontario Trillium Foundation (OTF) – GROW and SEED Programs. Thank you for your continuous and valuable support.

With the unforeseen COVID-19 pandemic, CCSYR faces unprecedented challenges in providing services to the York Region residents without any interruptions, whilst ensuring the physical and mental health of all staff. Within a limited working timeframe; the Board of Directors, Executive Director and Senior Management Team have created a CCSYR Pandemic Manual and pivoted to a remote service delivery model in response to the enhanced protective measures launched by public health officials and to continue to provide our services to York Region residents.

# Message to the Community (2)

We wish to acknowledge our professional and dedicated staff for their resilience and agility to accept the challenges and changes during this difficult time and further resulting in a positive future for CCSYR. Those attributes coupled with our mission, vision and values statement continue to keep us on the path to building a stronger community.

To CCSYR's volunteers, we appreciate your generosity in sharing your expertise and talents with us in the past years. Your invaluable time and efforts given to the newcomer community will be always remembered and appreciated in our hearts. The empathy and kindness that you have shown to the people whom we serve are an inspiration for us all. Thank you for making such a big difference in our community.

To our Board of Directors: Gary Thompson (Board Chair), Barbara Dawson (Vice-Chair), Palma Disciullo (Secretary), Vikram Kashyap (Treasurer) and Board Members: Frank Montemarano, Joseph Bahoshy, Maxine Palomino and Utilia Amaral, thank you so much for steering the wheel, leading the agency in a more positive direction and for your strong leadership and interminable support to CCSYR.

Please join us in recognizing Palma Disciullo, our Board Secretary who will be resigning as Board of Director after generously completing her six years of term with the organization.

Respectfully,

Gary Thompson, Board Chair

Tracey McGruthers, Executive Director

# Board of Directors



Board Chair	Gary Thompson
Board Vice-Chair	Barbara Dawson
Board Secretary	Palma DiSciullo
Board Treasurer	Vikram Kashyap
Board Members	Frank Montemarano Joseph Bahoshy Maxine Palomino Utilia Amaral

# 2019-2020 Fiscal Year Financials (1)



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## INDEPENDENT AUDITORS' REPORT

To the Board of Directors of  
Catholic Community Services of York Region

### Report on the Audit of the Financial Statements

#### *Qualified Opinion*

We have audited the accompanying financial statements of the Catholic Community Services of York Region, which comprise the statement of financial position as at March 31, 2020, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of fundraising activities described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of Catholic Community Services of York Region as at March 31, 2020, and the results of its operations and its cash flows for the year then ended, in accordance with Canadian accounting standards for not-for-profit organizations.

#### *Basis for Qualified Opinion*

In common with many charitable organizations, the Organization derives revenue from fundraising, the completeness of which is not susceptible to satisfactory audit procedures. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Organization. Therefore, we were not able to determine whether any adjustments might be necessary to fundraising revenues, excess (deficiency) of revenues over expenses and cash flows for the years ended March 31, 2020 and March 31, 2019, current assets as at March 31, 2020 and March 31, 2019, and net assets balances as at the beginning and the end of the years ended March 31, 2020 and March 31, 2019. Our audit opinion on the financial statements for the year ended March 31, 2020 was modified accordingly because of the possible effects of this limitation in scope.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of Catholic Community Services of York Region in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

See accompanying notes to the financial statements



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## INDEPENDENT AUDITORS' REPORT (Continued)

### *Responsibilities of Management and Those Charged with Governance for the Financial Statements*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

### *Auditor's Responsibilities for the Audit of the Financial Statements*

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

See accompanying notes to the financial statements

# 2019-2020 Fiscal Year Financials (2)



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## INDEPENDENT AUDITORS' REPORT (Continued)

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

KRIENS-LAROSE, LLP

Chartered Professional Accountants  
Licensed Public Accountants

Toronto, Ontario  
June 22, 2020

See accompanying notes to the financial statements

## CATHOLIC COMMUNITY SERVICES OF YORK REGION STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2020

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	2020	2019
	\$	\$
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	554	-
Investments (Note 3)	-	16,083
Grant and other receivables (Note 4)	630,956	529,686
Prepaid expenses	104,130	101,669
	735,640	647,438
<b>INTERNALLY RESTRICTED INVESTMENTS (Note 5)</b>	316,792	310,618
<b>EQUIPMENT (Note 6)</b>	254,178	277,886
	1,306,610	1,235,942

See accompanying notes to the financial statements


# 2019-2020 Fiscal Year Financials (3)

CATHOLIC COMMUNITY SERVICES OF YORK REGION  
STATEMENT OF FINANCIAL POSITION  
AS AT MARCH 31, 2020

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	2020 \$	2019 \$
<b>LIABILITIES</b>		
<b>CURRENT</b>		
Bank indebtedness (Note 7)	-	38,900
Accounts payable and accrued liabilities	80,059	163,905
Deferred contributions (Note 8)	208,245	179,675
	288,304	382,480
<b>DEFERRED CAPITAL CONTRIBUTIONS (Note 9)</b>	253,652	277,360
	541,956	659,840
<b>NET ASSETS</b>		
<b>INTERNALLY RESTRICTED (Note 5)</b>	316,792	310,618
<b>GENERAL FUND</b>	447,862	265,484
	764,654	576,102
	1,306,610	1,235,942

Approved by the Board

  
Gary Thompson  
Board Chair

August 06 2020

See accompanying notes to the financial statements

CATHOLIC COMMUNITY SERVICES OF YORK REGION  
STATEMENT OF OPERATIONS  
FOR THE YEAR ENDED MARCH 31, 2020

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	2020 General Fund \$	2020 Reserve Fund \$	2020 Total \$	2019 Total \$
<b>REVENUES</b>				
Immigration Refugees and Citizenship Canada	4,962,920	-	4,962,920	4,868,471
Catholic Charities	536,562	-	536,562	524,638
Ministry of Children, Community and Social Services (MCCSS) (Note 10)	178,400	-	178,400	270,559
The Regional Municipality of York	25,910	-	25,910	75,000
Ontario Trillium Foundation	113,330	-	113,330	18,600
Programs	10,903	-	10,903	6,447
Amortization of deferred capital contribution (Note 8)	55,577	-	55,577	265,348
Other	144,142	6,174	150,316	86,332
Fundraising - bingo	56,997	-	56,997	49,509
Counselling	44,015	-	44,015	46,535
	6,128,756	6,174	6,134,930	6,211,439
<b>EXPENSES</b>				
Salaries and wages	3,558,892	-	3,558,892	3,665,864
Building occupancy	1,273,000	-	1,273,000	1,214,210
Employee benefits	634,869	-	634,869	661,854
Equipment maintenance	99,095	-	99,095	92,691
Communications	77,505	-	77,505	80,613
HST	58,161	-	58,161	56,937
Amortization	55,577	-	55,577	265,348
Conference workshops and meetings	37,098	-	37,098	41,311
Contract services	32,178	-	32,178	79,155
Promotional materials	24,927	-	24,927	35,894
Membership fees and literature	24,693	-	24,693	19,464
Travel - mileage	20,291	-	20,291	24,525
Program office supplies	13,302	-	13,302	26,429
Bank charges and interest	12,599	-	12,599	12,663
Staff development	9,187	-	9,187	4,943
Volunteer program	8,061	-	8,061	5,810
Community programs	6,053	-	6,053	7,430
Bingo fundraising	890	-	890	3,509
	5,946,378	-	5,946,378	6,298,650
Excess (deficiency) of revenues over expenses for the year	182,378	6,174	188,552	(87,211)

See accompanying notes to the financial statements



# Counselling Services

## Adult/Senior Counselling

- Support at all stages of life to help get clients through personal and relationship challenges, parenting issues, life crises, family separation, grief, anxiety and depression, cultural adjustment, conflict with children or parents, healthy boundaries in relationships, caregiver issues and to enhance well-being for the client and the client's loved ones.

## Couple Counselling

- Couple relationships need love, but they also take a lot of work. We work with couples who have made a commitment to restore their communication, increase intimacy and enjoyment and resolve conflict safely.

## Family Counselling

- Whether a person is raising kids by oneself, with a partner or with extended family, keeping family relationships healthy can be tough, especially in times of transition and when children or teens are in need of extra support. Our focus is on helping clients be the best parent or guardian they can be, alone or with the support from the person's partner.

## Walk-In Counselling

- The Walk-In program provides single session counselling for individuals, couples or families. The focus of the single session will be on creating a short-term plan that will make a difference for the client's right away, using the strengths, resources, and supports the clients have right now. The single session can also be used for a consultation or for system navigation.

# Counseling Services Evaluation Report <sup>(1)</sup>



CCSYR uses evaluation to understand the impacts and quality of counselling services. In 2019, clients completed evaluation surveys before and after CCSYR single session walk-in and multi-session counselling services.

- 190 walk-in counselling clients rated change in hope and counselling experience.
- 166 multi-session counselling clients rated knowledge, coping skills, relationships, and wellbeing and the situation that brought them to counselling; 76 clients rated their counselling experience.

Based on statistical analysis of outcomes and experience data, as well as visual inspection of trends over time, and thematic analysis of client comments, CCSYR is offering high quality and effective multi-session and single session walk-in counselling services.

Specifically, the 2019 evaluation results found that CCSYR counselling programs improve client:

- Hope (walk-in)
- Coping strategies
- Progress towards goals
- Situation that brought them to counselling
  - Knowledge about healthy relationships
  - Relationship quality/healthy relationships
  - Wellbeing/quality of life

These positive client outcomes are the result of skilled and supportive staff, and well-coordinated agency operations. In 2019, CCSYR clients reported:

- Services are accessible & inclusive
- Services are needed and useful
- Clients feel heard and understood
- Staff are welcoming and respectful
- Clients work on their goals
- Clients are satisfied overall
- Client receive the help they need



*Thank you for offering walk in services for such an affordable price.*

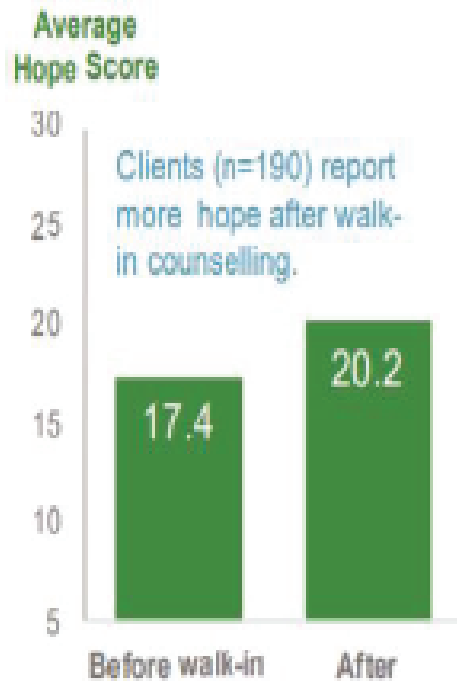
*As a dad I am very thankful that there are places to come to like here. Thank you and your staff for your time.*

What clients said about CCSYR walk-in counselling (top 25 words).

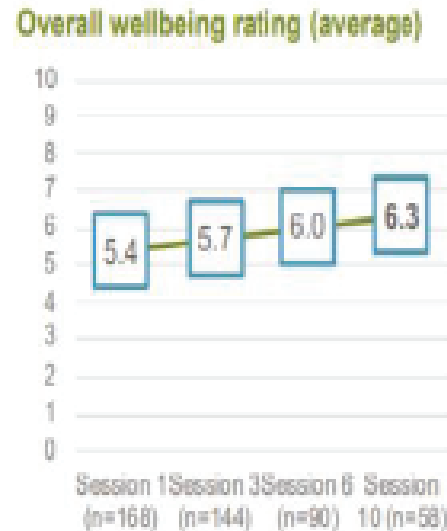
counsellor feel felt gave group heard helpful hope issues lot positive services  
 session staff supportive thank think undrestanding walk wonderful

# Counseling Services Evaluation Report (2)

Key findings from the 2019 evaluation report include:



Client hope increased after walk-in counselling. Without CCSYR walk-in, many clients would have had nowhere to go for help.



After multi-session counselling, clients reported improved outcomes including improved ability to cope and greater wellbeing.



Based analysis of client comments, CCSYR is providing high quality counselling services. The 50 most frequent words in client walk-in comments are shown above

# Settlement Services

## Services for Immigrants and Refugees

- Settlement services are provided for immigrant families and individuals in over 30 languages. Our goal is to help newcomers settle and integrate into communities in York Region. Every year, over 10,000 immigrants receive our assistance.
- Orientation Program and Newcomer Settlement Program (NSP) services (I&O, NSP) are provided in the five Welcome Centres in York Region.

## Settlement and Education Partnership in York Region (SEPYR)

- SEPYR provides settlement services in many languages for newcomer students and their families in their local schools. SEPYR is administered and staffed by Catholic Community Services of York Region (CCSYR) in partnership with the York Region District School Board and the York Catholic District School Board.

## Library Settlement Partnerships (LSP)

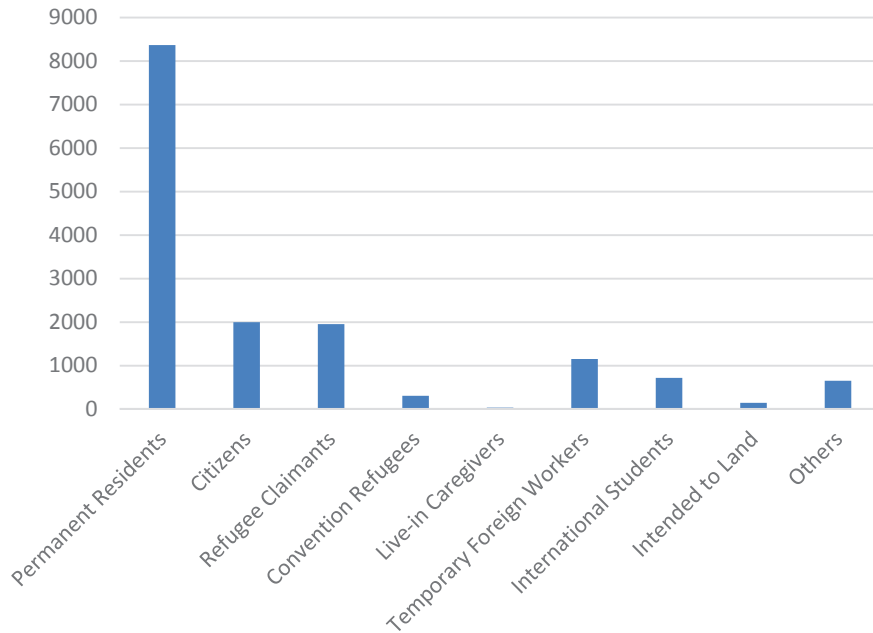
- Together with public libraries in York Region, LSP delivers newcomer-friendly information sessions and support groups at various library branches close to your home. These group sessions focus on three categories: settlement, library resources and support groups; youth, seniors and English language learners.

## Integration Network & Volunteer Program (INP)

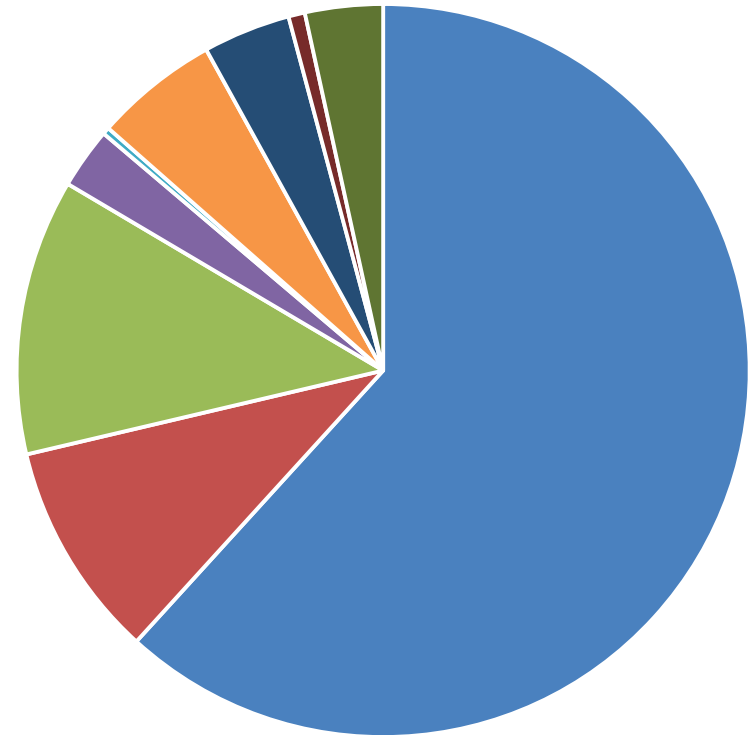
- Community Connection's Integration Network program can help Newcomers adjust, adapt and integrate into Canadian society through social connections and shared activities.

# Settlement Services Demographics (1)

Immigration Categories (New Clients)



Immigration Categories (All Clients: New, Previous, Returning, Subsequent Clients)

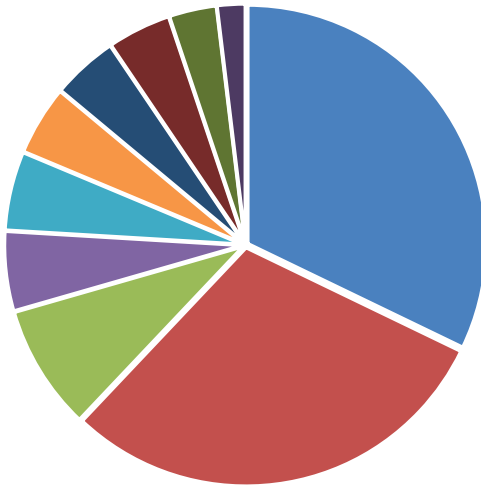


Immigration Categories	Number of New Clients
Permanent Residents	8363
Citizens	1995
Refugee Claimants	1953
Convention Refugees	304
Live-in Caregivers	35
Temporary Foreign Workers	1154
International Students	715
Intended to Land	140
Others	650

- Permanent Residents
- Citizens
- Refugee Claimants
- Convention Refugees
- Live-in Caregivers
- Temporary Foreign Workers
- International Students
- Intended to Land
- Others

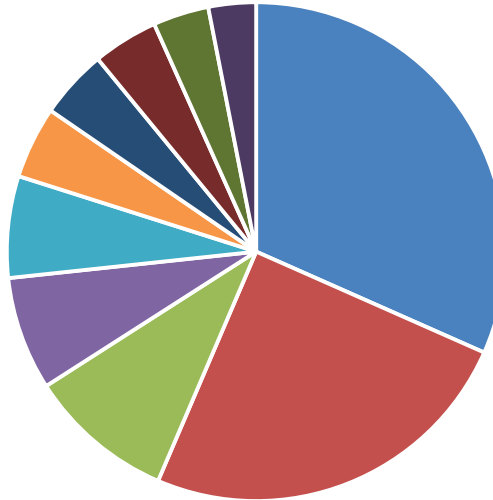
# Settlement Services Demographics (2)

Top Places of Origin



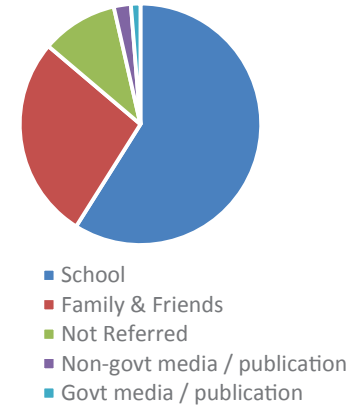
- Iran
- China
- India
- Pakistan
- HK, SAR, China
- Turkey
- Philippines
- South Korea
- United States of America
- Canada

Top Languages Spoken



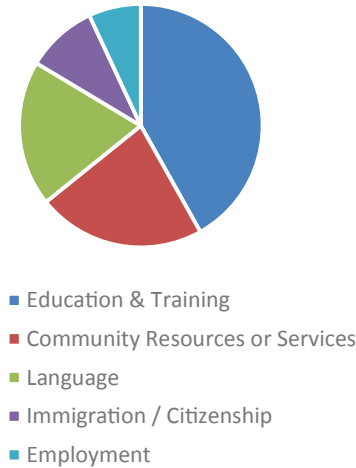
- Farsi
- Mandarin
- English
- Cantonese
- Urdu
- Turkish
- Korean
- Russian
- Hindi
- Spanish

Top Sources of Referral



- School
- Family & Friends
- Not Referred
- Non-govt media / publication
- Govt media / publication

Top Presenting Issues



- Education & Training
- Community Resources or Services
- Language
- Immigration / Citizenship
- Employment

## Clients' Testimonies (1)

You have made a difference through your dedication and continuous support of IMG and their program. During this sensitive period of time, with your hardworking, you help us to have our sessions online without any interruption which is really critical to our exam....Again, thank you for your contribution time and effort.

I came in to CCSYR knowing that I was able to have support from CCSYR because of their scaling fees. I discussed my concerns with feeling depressed, overwhelmed and anxious due to a resent estranged relationship with a family member. Throughout the duration of counselling, I processed my emotional well-being. I became more aware of myself and learned some coping strategies, self-care, and self-compassion. Furthermore, I learned how to forgive, and to strengthen my Catholic faith. By the end of counselling I was able to reconnect with my family and I found hope as I grew in my relationship with God. I could not have gone through this hardship without my counsellor who not only helped me in my emotional and mental well-being, but also with my faith in God.

We are writing this letter to thank you. We had a session on our application with her to fill out our forms, prepare our documents and check our process applying for PR through spouse sponsorship. In this session we found her knowledgeable, patient and very helpful. She is straight forward, responsible and tries to do whatever she can for her clients . We wanted to thank you and her for your continuous support.

Through internet, we connected with an LSP worker even before we were landed. ... just like many other immigrants, what we obviously needed was some reliable information about how to lead a safe, calm life, how to get settled and many other how-tos. Google is always there to help but this time not as much as an LSP worker, who provided us reliable, relevant information in a kind and professional way. Thanks to all good advice we had been given.



## Clients' Testimonies (2)

I really want to appreciate you and your team for the wonderful work you are doing. Thank you for your help in filling my tax today...Thank you so much and God bless you.

Your strong connection with newcomers is very impressive. I will share your excellent work with my library staff. Thank you for making our library a welcoming place for newcomers.

I am one of your clients at Richmond Hill center. During the two meetings I had [an appointment] with a Settlement Counsellor, she treated me very kindly and very carefully. I had her business card number, and during the covid-19 period. When no one was answering my questions, I called her and she answered me calmly and patiently for several times in a row, helping me to finally be able to renew my form. Let me complete my work. Thank you very much and I ask you to appreciate her in any way possible.

I had an appointment with a Settlement Counsellor on the phone few days ago. She helped me step by step reviewing my documents and helping me for my PR renewal application. During this process, I found her very knowledgeable professional and kind person who pays attention to details and wants to help as much as possible. Therefore, I want to thank her once more again and congratulate you as well for having such a wonderful professional person in your team. I hope that this short message reflects how her assistance was helpful for me.







## Service Data

Service Year	2018-2019	2019-2020
Contacts	23,042	19,155

Service Year	2018-2019	2019-2020
Under 16	49	19
17-24	228	151
25-34	712	609
35-44	1119	930
45-59	710	541
Over 60	403	280
Total	3,221	2,530

Service Year	2018-2019	2019-2020
Total Case managed	3,221	2,530
Male	43%	41%
Female	56%	58%
Gender Questioning	0.25%	0.36%

Richmond Hill Welcome Centre continues to flourish and house programs and services that help newcomers navigate through maze of information and support their settlement goals. The need to receive multiple services and activities in one location remain high in demand for newcomers with the ultimate goal of integrating faster socially, economically and civically in Canadian Society.

The Centre continues to enrich newcomers' lives and their settlement experience in Canada by engaging clients in activities such as celebrating cultural diversity, Canada Day, Citizenship Ceremonies and many more.

Richmond Hill Welcome Centre continues to provide the core services: Settlement services, Language Training, Employment Supports, Accreditation and services for Youth, Women and Seniors. To strengthen client service delivery, the centre provides complimentary services by partnering with community agencies such as Kerry's Place supporting individuals with autism and their care givers, The Housing Help Centre, Women's Centre of York Region and many more. The centre also provides Support workshops such as Integration network's study groups and networking sessions a great program to assist newcomers to reach their academic and eventually career goals.

The success of the Richmond Hill Welcome Centre would not have been possible without the hard work, dedication and passion of staff who believe in providing a client focused service.

# 2020 Staff Service Awards



5 years	10 years	15 years	30 years
Hengameh Sorouri Nahid Ardestani Joanne Yang	Julie Zhang Lena Lee Logini Vinayagamoorthy	Victoria Chung	Boonnhong Dara

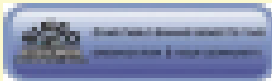
# Congratulations!

# With thanks & gratitude to:

## Our Funders



Ministry of Children, Community and Social Services



An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

## Our Community Partners

- Addiction Services of York Region Catholic
- Catholic Family Services of Durham, Peel-Dufferin Simcoe County, Toronto
- Centre for Immigrant & Community Services
- COSTI Immigrant Services
- Cross Cultural Community Services Association
- Job Skills-Employment & Business Programs
- Public Libraries in Aurora, East Gwillimbury, Georgina, King Township, Markham, Newmarket, Richmond Hill, Witchchurch-Stouffville and Vaughan
- Rose of Sharon Services for Young People
- Social Enterprise for Canada
- York Catholic District School Board
- York Hills Centre for Children, Youth & Families
- York Region District School Board
- 310-COPE, York Support Services Network
- 360 Kids

## Volunteers & Other Organizations

We thank our valued volunteers and organizations in sharing of facilities and resources in client services.

“In this life we cannot always do great things.  
But we can do small things with great love”.

~ Mother Teresa ~

# CCSYR Offices

## Main Office -21 Dunlop Street

### Main Office - 21 Dunlop Street

Richmond Hill, ON L4C 2M6

Toll Free/TTY: 1800-263-2075

Tel: 905-770-7040 Fax: 905-770-7064

Email: [ccsyrr@ccsyrr.org](mailto:ccsyrr@ccsyrr.org)

### Counselling Services

Tel: 905-770-7040 ext.241

### Library Settlement Partnership in York Region

Tel: 905-770-7040 ext. 227

### Integration Network & Volunteer Program (Richmond Hill Welcome Centre)

### Settlement and Education Partnership in York Region

St. Joseph Catholic School

301 Roney Avenue

Richmond Hill, ON L4G 2H4

Tel: 905-731-8281

## Welcome Centre Immigrant Services

[www.welcomecentre.ca](http://www.welcomecentre.ca)

### Richmond Hill Welcome Centre

South Hill Shopping Centre

9325 Yonge Street, Unit 31A

Richmond Hill, ON L4C 0A8

Tel: 289-842-3124

### Markham North Welcome Centre

8400 Woodbine Avenue, Suite 102-103

Markham, ON L3R 4N7

### Markham South Welcome Centre

7220 Kennedy Road, Unit 8

Kennedy Fields Plaza

Markham, ON L3R 7P2

### Newmarket Welcome Centre

16655 Yonge Street, Unit 26

Newmarket, ON L3X 1V6

### Vaughan Welcome Centre

9100 Jane Street, Bldg. H, Units 56-67

Vaughan, ON L4K 0A4



We speak over 40 languages.



### Members of



### Accredited by

Centre canadien de l'agrément  
L'excellence en matière de services communautaires



Canadian Centre for Accreditation  
Excellence in community services