



KABABAYAN
MULTICULTURAL CENTRE

ANNUAL REPORT

2015 - 2016

MESSAGE FROM THE
CHAIRPERSON AND
EXECUTIVE DIRECTOR

A warm greeting and welcome to our 39th Annual General Meeting. As we look forward to start celebrating our 40th anniversary for the 2016-2017 fiscal years, allow us to recap our accomplishment for our 2015-2016 year and express our gratitude to the people behind the continued success of Kababayan Multicultural Centre. Foremost of our appreciation is the dedication and commitment of our staff in the provision of the services to the new immigrants and the Canadian communities. Without their efforts, we would not be able to assist 4,537 clients.

The services provided to these clients were 8,022. The settlement services provided were 6,274, with 1,312 to community support program and 436 for the special project for seniors funded by New Horizon's for Seniors Program. These services were conducted in our 3 offices namely: Queen's office, Bathurst-Finch Hub and Parkdale library. The services we rendered to the newcomers were courtesy of the grants we received from the three levels of government: through the Immigration, Refugees, Citizenship Canada, the Ontario Ministry of Citizenship and Immigration, and the City of Toronto for the community support program.

The Settlement Services provided were: Orientation and Information Services, Referral, Counselling, Employment related services, Translation and Interpretation and Advocacy. Individual and group sessions were extended to individuals, families and groups. The Community Support Programs were provided to youth, women and seniors. Most of the services provided were educational, recreational and social support activities that were relevant to the issues and needs of each sectors. The youth services were mostly provided in 2 schools namely: St. Patrick Catholic Secondary School and Northview Heights Secondary School that focused on youth leadership skills and knowledge development, mutual support and self-awareness and personality development. The services for women were sessions on self-development, understanding women issues and rights and support activities. KMC received additional funding to provide services for seniors led by seniors from New Horizon's for Seniors Program in partnership with Care Centre for

Internationally Educated Nurses. It was to provide a venue for seniors to have discussions on the benefits and challenges of Aging in Canada. The educational activities also helped seniors developed friendship and camaraderie among themselves breaking their isolation and encouraged them to do volunteer and participate in community activities.

We would like to acknowledge the community partners that provided support in the implementation of the services and programs. These are the following: The Philippine Consulate General Office, Philippine Overseas and Labor Office, Toronto Public Library - Parkdale Branch, Parkdale Community and Legal Services, Parkdale Community Information Centre, Parkdale Intercultural Association, Parkdale Newcomers Service Provider Network, Care Centre for Internationally Educated Nurses, COSTI, and Alzheimer Society of Toronto. Partner agencies at Bathurst-Finch Hub: CUIAS, FST, NYCH, JVS Toronto, KCWA Family Services Circle of Care, Downsview Legal Services and Unison Health and Community Services.

The board and staff of KMC continue to develop and enhance the program and service delivery for our clients. We aim to expand our reach in the eastern and western sides of Toronto in order to offer better access to new immigrants in those areas. Realizing this objective is a hard challenge for KMC. Nonetheless, we are confident that with the dedication of the staff and volunteers and the cooperation of our community partners, we will be able to overcome these challenges and make this happen.

And in this note, we would like to thank the volunteers, students who complemented the staff and our partners for their invaluable contribution to KMC. Apart from their busy schedule juggling their personal, studies, business, and career lives, they still give their time and effort for others who are in need. To the board of directors, the volunteer, and staff we are extremely grateful to you and your family.



Jelbert Real
CHAIRPERSON KMC



Flordeliz M. Dandal
EXECUTIVE DIRECTOR



SUMMARY REPORT ON KMC SERVICES

In total KMC provided 8,022 services comprised of 6274 settlement services, 1312 community social support services and 436 special project for seniors (NHSP) for fiscal year 2015-2016.

SETTLEMENT SERVICES

ORIENTATION & INFORMATION SERVICES

Provision of accurate information to enable and empower newcomers and facilitate settlement in the community. Settlement counselors work with the client to create a personalised newcomer's settlement plan to guide them in the settlement transition.

REFERRAL SERVICES

KMC works with other agencies and partners to provide seamless service to newcomers. KMC will lead you to the appropriate avenues by referring you to organizations that will best respond to your specific needs.

PARA-PROFESSIONAL COUNSELLING SERVICES

Professionally trained settlement counsellors assist and support newcomers in discovering their strengths and personal power to better improve their chances for a successful life in Canada.

EMPLOYMENT - RELATED SERVICES

KMC offers assistance and information on employment standards and workers' rights under the provincial legislation, as well as opportunities for skills training and workshops on employment-related topics and issues. KMC collaborates with other agencies for mandatory employment equity to end discrimination in the workplace. Volunteer opportunities are also available for interested individuals who would like to gain Canadian work.

TRANSLATION AND INTERPRETATION SERVICES

Learning a new language is never easy. This service helps newcomers improve their communication skills. Assistance is also provided in translating documents relating to employment and educational and legal matters necessary for immediate settlement.

ADVOCACY

KMC, together with other communities and organizations, lobby all levels of government legislation, policies and programs that enhance the quality of life of its people to ensure equality, equity and justice in society.

LIFE SKILLS SEMINARS

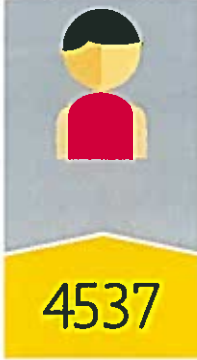
Seminars and workshops to develop and enhance life and coping skills are conducted regularly (i.e. peer nutrition, CPR/First aid training, financial management, stress management).

SERVICES	IRCC	NSP	LSP
INITIAL NEEDS ASSESSMENT	615	481	40
REFERRAL	362	108	271
ADVOCACY			152
FORMS		39	222
FOLLOW-UP		12	4
INFORMATION/ ORIENTATION	1775	556	453
INTERPRETATION		16	383
TRANSLATION			
PARA-PROFESSIONAL COUNSELING	194	169	
EMPLOYMENT RELATED	292	94	36
TOTAL	3238	1475	1561

CSP	1312	NHSP	436
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THE CSP SERVED CLIENTS WERE ATTENDEES OF THE DIFFERENT WORKSHOPS, GROUP SESSIONS AND OTHER SUPPORT ACTIVITIES FOR WOMEN, SENIORS AND YOUTH.

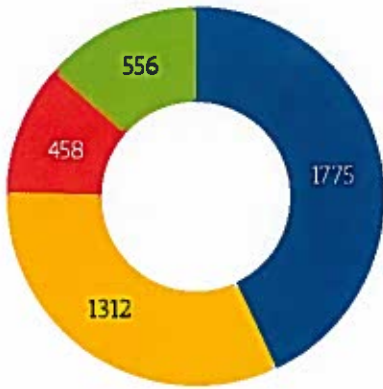
THE NHSP SERVED CLIENTS WERE SENIORS AND INTERNATIONALLY EDUCATED NURSES ATTENDEES OF THE DIFFERENT WORKSHOPS, GROUP SESSIONS AND OTHER SUPPORT ACTIVITIES.



SUMMARY REPORT ON INDIVIDUAL CLIENT PROFILE

During the period, April 1, 2015 to March 31, 2016, Kababayan Multicultural Centre served a total of 4537 clients. The charts below show the number of clients per program, except NHSP which is described in page 8.

4537 CLIENTS



- IRCC - IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA
- NSP - NEWCOMERS SETTLEMENT PROGRAM
- LSP - LIBRARY SETTLEMENT PARTNERSHIP
- CSP - COMMUNITY SOCIAL SUPPORT PROGRAM

THE CSP-SERVED CLIENTS WERE ATTENDEES OF THE DIFFERENT WORKSHOPS, GROUP SESSIONS AND OTHER SUPPORT ACTIVITIES FOR OUR WOMEN, SENIORS AND YOUTH.

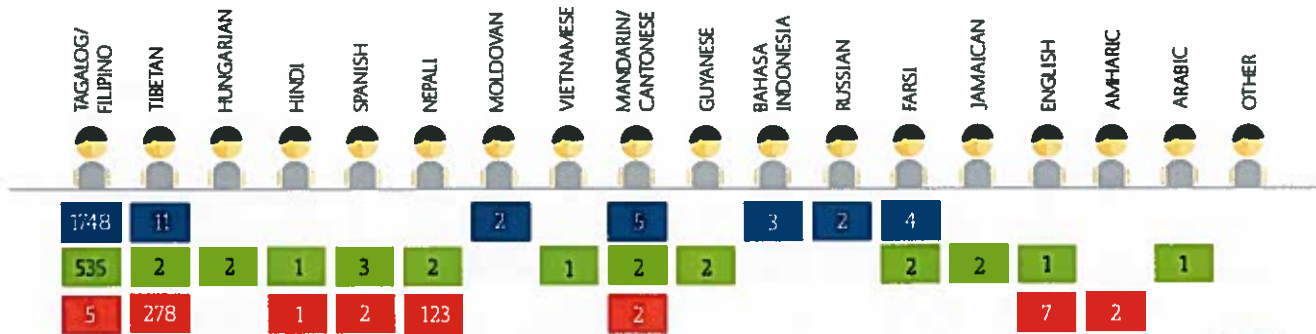
RESIDENCY STATUS



IMMIGRATION CATEGORY

Immigration Category	IRCC	NSP	LSP	CSP
LIVE-IN CAREGIVER	1061	188	4	
INDEPENDENT IMMIGRANT	689	126	347	
FAMILY CLASS	25	141		
REFUGEE CLAIMANT		3	6	
CONVENTION REFUGEE			54	
CANADIAN CITIZEN		92	38	1312
OTHERS		6	9	

CLIENT LANGUAGES



THE TOP FIVE LANGUAGES SPOKEN BY CLIENTS WERE: TAGALOG: 2288; TIBETAN: 291; NEPALI: 125; MANDARIN/CANTONESE: 9; ENGLISH: 8;



140

GROUP SESSIONS

SUMMARY REPORT ON GROUP SESSIONS

During the period, April 1, 2015 to March 31, 2016, Kababayan Multicultural Centre provided a total of 140 group sessions. Of these, 54 sessions were conducted under the Immigration, Refugees and Citizenship Canada (IRCC), 26 sessions by the Newcomers Settlement Program (NSP) and 60 sessions by the Library Settlement Partnership (LSP).

IRCC		54	1049
SESSIONS	PARTICIPANTS		
Immigration, Refugees and Citizenship Canada			
English Discussion Session for Social Participation	2	31	
Computer Training on Job Search	2	45	
Effective Communication Skills	1	16	
Stress Management	1	17	
Accessing Social Services	1	15	
Managing Career Transition and Labour Market Opinion	1	16	
Building Self-Confidence	1	17	
Financial Wellness	1	15	
Importance of Volunteering in Canada	1	12	
Food Guide for Healthy Living and Lifestyle	1	12	
Outdoor Orientation for Reunited Families and Caregivers	1	30	
Information on Food Safety Practices	1	16	
Information Update on Immigration Changes	1	18	
Violence Against Women: Focus on Women's Rights	1	28	
English Conversation	14	217	
Computer Training	14	315	
Challenges of Teaching Profession in Ontario	1	13	
S.M.A.R.T. Goal Setting	1	18	
Newcomers Orientation Seminar	1	45	
Consular Services and Labour Changes Affecting the LCP	1	20	
Employable Skills Assessment and Development	1	14	
Coping with Winter Blues	1	19	
Career Self-Marketing part 1: Resume Writing	1	15	
Career Self-Marketing part 2: Job Interview	1	15	
First Christmas in Canada	1	20	
Income Tax Clinic	1	50	

NSP		26	393
SESSIONS	PARTICIPANTS		
Newcomers Settlement Program			
Life Skills Training Support Activities - CPR - Level C and First Aid	1	24	
Free Income Tax Preparation for Low Income Families	1	38	
Stress Management Workshop/Session	1	14	
Information Session on the New Changes of IRCC Laws Affecting the Caregivers	1	21	
Updates on Phil. Labor Laws and Consular Matters	1	25	
Info. Session on Certification and Licensing in Ontario for Internationally Educated Engineers	1	63	
Self-Esteem and Enhancing Self-Confidence Skills	1	14	
The Impact of the New Teacher Education Program for Internationally Educated Teachers	1	56	
Managing Change and Transition	1	63	
Accessing Social Services and Community Resources Available in the Area	1	14	
Everyday Canadian Culture - Info. Session	1	18	
Importance of Volunteering	1	7	
Computer Hands on Training in Support for Newcomers - Pre-Employment Skills	7	18	
Support Activity - English Conversation Circle Workshops	7	18	

LSP		60	630
SESSIONS	PARTICIPANTS		
Library Settlement Partnership			
Information and Orientation Sessions			
Worker's Rights	1	12	
Job Search Workshop	1	9	
LSP Week Event: Music from Around the World	1	60	
TB Prevention	1	9	
Communicable Disease	1	13	
Self-Care Workshop	1	9	
Newcomer Christmas Program	1	13	
Info Session: Income Tax Preparation	1	5	
Community Connection Events			
Citizenship Ceremony	1	60	
Festive Season Celebration	1	250	
Conversation Circle			
English Conversation Circle	50	190	



SESSIONS

CSP SUMMARY REPORT ON GROUP SESSIONS

During the period, April 1, 2015 to March 31, 2016, Kababayan Multicultural Centre provided a total of 44 group sessions conducted under the Community Social Support Program (CSP) with a total of 1312 participants.

CSP		26	843
Community Social Support Program		SESSIONS	PARTICIPANTS
YOUTH			
Accessing Post-Secondary Education - St Patrick Catholic Secondary School	1	16	
Preparatory Meetings for Proudly Pinoy 2016 - NHSS and St. Patrick CSS	7	125	
Proudly Pinoy Asian Heritage Month Celebration	1	250	
Self-Awareness and Personality Development Session - NHSS	1	22	
Self-Assessment and Personality Development - St. PATS	1	12	
Evaluation of the Youth Program - St. Pats.	1	19	
Evaluation of Youth Program - NHSS	1	17	
Outdoor Support Activity for Youth Wonderland Trip	1	21	
Orientation and Information on Youth Program and KMC Prog. and Services - St. Pats	1	42	
Orientation and Information Session on Youth Program and KMC Prog. and Services - NHSS	1	55	
Info Session on Color Personality Planning for the Joint Party	1	30	
Joint Festive Season Celebration St. Pats & NHSS	1	45	
Self-Awareness Seminar - NHSS	1	31	
Anger Management - St. Pats	1	25	
How to Ace the Test - NHSS	1	14	
Leadership and Qualities of a Good Leader - NHSS	1	14	
Leadership and Qualities of a Good Leader - St. Pats	1	23	
Interactive Discussion on Healthy Relationship - NHSS	1	17	
Healthy Relationship - St. Pats	1	30	
Support Outdoor Activity - NHSS	1	12	
Information Session on Drugs and Alcohol - NHSS	1	14	
Youth After School Activity Movie Marathon - NHSS	1	9	

CSP		12	277
Community Social Support Program		SESSIONS	PARTICIPANTS
WOMEN			
Organization of the Women Support Group	1	10	
Planning Session of Activities of Women	1	14	
Outdoor Social Support Activity	1	18	
Support Activity to Newcomers and their Families	1	52	
Prevention of Women's Abuse - Info. Session	1	21	
Women's Network Officers Meeting - Finalization of their Network Guidelines	1	6	
Information Session on Alzheimer disease to Women Taking Care of the Elderly	1	9	
Info. Session on the Different Resources Available in the area for Women's Services	1	14	
Social Support Outdoor Activity	1	54	
Stress Management	1	14	
Social Support Activity Festive Season Celebration	1	54	
Family Day at the Hub	1	11	

CSP		6	192
Community Social Support Program		SESSIONS	PARTICIPANTS
SENIORS			
Social Support Activity on Father's Mother's Day Celebration	1	41	
Support Outdoor Activity to Seniors	1	50	
Information Session on Alzheimer's Disease	1	21	
Festive Season Celebration	1	31	
Information Session on Caring for the Heart	1	15	
Social Support Activity on Family and Friends Relationship	1	34	



SESSIONS

CSP COMMUNITY SOCIAL SUPPORT PROGRAM

YOUTH PROGRAM

Youth between the ages of 13-24 years old participated in the different activities conducted by KMC. The program aimed at empowering the youth to develop their personality and leadership skills particularly in Northview Heights Secondary School and St Patrick Catholic Secondary School.



WOMEN PROGRAM

KMC organizes support groups to enhance the leadership skills of women. Educational forums are conducted and women are encourage to engage in partnerships with other groups to uphold women’s rights. Counselling about abuse is also accessible through this program.

SENIORS PROGRAM

KMC assists seniors and provides them with a supportive environment where they can reach out and give mutual support.

The support groups organized through this undertaking help in addressing the concerns of the elderly in issues such as abuse, loneliness and family break ups, including searching for housing, employment and volunteer work, as well as applications for pension and social services.





NHSP NEW HORIZON'S FOR SENIORS PROGRAM

Building Community Leaders and Mentoring Internationally Educated Nurses on Aging in Canada

SESSIONS

The project enhanced the leadership knowledge and skills of seniors in Parkdale and Bathurst-Finch Hub area to enable them to actively volunteer in the community. The project facilitated the discussions on aging in Canada through an exchange of experiences by seniors and internationally educated nurses (IENS). The IENS became familiarized on challenges and benefits of aging in Canada of seniors living alone, with family members and in nursing homes.



NHSP		18	436
		SESSIONS	PARTICIPANTS
New Horizon's for Seniors Program			
Facilitation Training for IENS	1	12	
Facilitation Training for IENS	1	11	
Multicultural Abuse Awareness Event for IEN and Seniors	1	68	
Benefits and Challenges of Seniors Aging in Canada - For Filipino Seniors	1	62	
Benefits and Challenges of Seniors Aging in Canada - For Farsi Speakers Group of Seniors	1	2	
Benefits and Challenges of Seniors Aging in Canada - for Tibetan Group of Seniors	1	16	
Benefits and Challenges of Seniors Aging in Canada for Multicultural Group of Seniors	1	20	
Completion of Tagalog Video	1	3	
Volunteering, Leadership and Issues of Interest Multicultural Group of Seniors	1	20	
Volunteering & Leadership Part 1 For Filipino Group of Seniors	1	20	
Festive Season Celebration	1	31	
Home Management Skills For Multicultural Group of Seniors	1	10	
Volunteering and Leadership for Tibetan Group of Seniors	1	15	
Volunteering & Leadership Part 2 For Filipino Seniors	1	15	
Completion of Tibetan Video	1	4	
Financial Wellness and Senior's Awareness on Fraud - For Tibetan Seniors	1	27	
Healthy Eating Habits - Tibetan Group of Seniors	1	27	
Trip to Niagara (2 buses) Multicultural Group of Seniors	1	93	

CLIENTS APPRECIATION

I am glad that someone who knew my problems and situation as a newcomer introduced me to Kababayan Multicultural Centre. Talking to Kababayan staff made me feel relieved and much better after seeking help. My great appreciation for their guidance and leading me towards the right path, it was through their help that I have managed to face the many challenges of my complicated and difficult life in Canada. I am so grateful to the counselor who referred me for a job which I am working fulltime now. I cannot say that I am fully adjusted and free from problems but I can say, "a little progress everyday adds up to big results." The staff support and interventions have helped me see the world on a brighter perspective.

The only thing I can give back to Kababayan Centre for now is my prayer for their organization that may God continues to bless their work so they will have more years to help people.

Roque Mabayan

I am very thankful to Kababayan Multicultural Centre for the opportunity to be a part of their prestigious organization as a family. We were able to grow socially through their free programs, orientation, seminars, training and free workshops during weekends. These gave us the chance to enhance our knowledge and skills, keep us well informed about the new rules and update for the Caregiver Program, knowing different cultures, community resources and meeting other people. My heart felt gratitude to the staff of the Centre for their time and support to help us reunited with our families. I am wishing more successful years for Kababayan in assisting newcomers, immigrants especially Caregivers in Canada. Thank you so much.

Gina S. Odela

The support of the Kababayan Multicultural Centre is very much appreciated and we benefitted from their programs and services. We would like to give our sincere gratitude to the staff for their warmth and kindness in helping us. The Counselor's guidance and

advice were very useful. These gave us the strength to overcome our emotional state and kept us going in spite of what we have been through. She always encouraged us to be positive and hopeful that our life will change for the better. With the staff support, we were able to cope and deal well with our family issues and we will never forget the assistance they have provided us. More power to Kababayan Centre.

Romulo and Subaida Esteban

The Counsellor that I have spoken to at Kababayan Multicultural Centre have encouraged and guided me during my most difficult time here in Canada as a newcomer. The Counsellor have provided me with direction, guidance and have connected me to resources making my life and adjustment easier and to be hopeful again.

Jerry Pegado

After accessing Kababayan's LSP program, I felt like I really got helping hands. I attended few one-on-one and some group sessions, which provided me all the basic information to ease my settlement process in Canada. It helped me to find housing, to get important documents, to access local community resources and importantly to find a job in my own field. Thank you Kababayan! Thank you LSP program!

Dinesh Khadka

I have been in Canada for almost 6 years now, but still working as a caregiver for 5 incredible years to the employer in the west end of Toronto.

Like most of the Filipinos abroad I've been through tough times also especially when I was still new in the country. When I started processing my wife and son's paper in 2014, that was the dream I had - to be with them again as family and I would say that was one of the biggest achievement that I have done. When they landed to Canada as an immigrant and finally joined me last

CLIENTS APPRECIATION

July of 2015, so far this was one humble achievement that I have.

Last year, my co-worker introduced Kababayan to us by joining one of their Niagara trips with Kababayan Staff. And that begun our participation to the various activities of Kababayan and benefitting from their programs and services. The kababayan staff were nice and friendly, they listen to your inquiry actively and working with you closely. They helped me with my son's application for welcome policy and so much more. There is no wasted time every time we pay them a visit, occasionally they have skill upgrading program which I wish to take in future, they have an excellent customer service, that I am very pleased with KMC staff patience and welcoming assistance. Let me share this quote that I believe in: "Never get tired of doing little things to others sometimes those little things occupy the biggest part of their hearts". Kudos! Kababayan

Ian Espinueva

Kababayan Multicultural Centre offered me a lot of opportunities as a newcomer in Canada. I actually had no idea that a program supported by the government of Canada exists until my friend from school invited me to an after-school program which led to my discovery of the opportunities in the community waiting for me. As a person, student, and leader, Kababayan had helped me improve myself and reminded me that I have so many things to avail in my new life in Canada.

As a person, Kababayan memorialized that I can be who I want to be just by being myself and preserving the Filipino genealogy within me. Also, they advised me that I should never be intimidated by other people around me because of my skin color, accent and other things that make me unique. They changed my life's perspective in Canada by making me realize that being a Filipino is not something you should be ashamed of. In addition, through the after-school program at St. Patrick Catholic Secondary School, I was able to meet fellow Filipino-Canadian schoolmates and made friends with them which gave me the confidence and enthusiasm around school. Before I got involved in the after-school program, I eat lunch alone in the cafeteria with my sister feeling like fish out of water. The sessions

are composed of interesting topics and discussions that I used in our daily lives towards our success in the future. My involvement in Kababayan gave me the opportunity to showcase my talent in the 2016 Proudly Pinoy, a big Filipino event in Toronto. Lastly, I was able to enhance my leadership skills in the Filipino Canadian Youth Leadership Training 2016 organized by the KMC. I was able to meet other Filipino-Canadian youths in Toronto who became my friends. We developed our leadership skills and self-confidence together with our professional Filipino mentors and speakers who are from the industry. In fact, we even started our own peer support group.

Being part of Kababayan has been an amazing experience. As a newcomer, it is really hard to adjust in a place where everything is new and foreign. However, through the efforts of the Kababayan Multicultural Centre, I was able to enjoy my adjustment to the environment because I know I am surrounded with good company who supports me. Overall, Kababayan made me feel like I am home away from home.

Gino Neil Amboang

I'm so blessed and proud that I'm a product of KMC. As a volunteer I learned to bring out the best of me, my talents and skills. It also developed my leadership skills being one of the officers of the KMC Women Support Network. With the help of Kababayan, through attending their various information sessions, I joined the PTAC. Not only that I got my OCT (and used my certificate I got from attending the English Conversation Class for my ESL requirements in applying for my Ontario College of Teachers(OCT) registration.

KMC is the right place to spend my free time. THEY MAKE MY SETTLEMENT EASIER AND FUN. KMC had change my full view of live in caregiver or nanny. Their orientation and informative sessions made me realized that we can be more than nanny and there are opportunities to look forward for a brighter future in Canada.

KMC is my second home and the other volunteers and members of women group.

Alicia Bautista

ACKNOWLEDGEMENTS

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