



2013 - 2014

KABABAYAN  
MULTICULTURAL CENTRE

ANNUAL  
REPORT



MESSAGE FROM THE  
CHAIRPERSON AND  
EXECUTIVE DIRECTOR

As the fiscal year 2013-2014 draws to a close, we take this opportunity, first of all, to hail the indefatigable efforts of our dedicated pool of volunteers, and the commitment of our Staff and Board members. And we especially thank the members of our community for their confidence, trust and support that we continue to enjoy. Without all these ingredients, the Kababayan Multicultural Centre would not be where it stands now, on its 37th year of devoted service to the community.

For fiscal year 2013-2014, we served a total of 4.116 individual clients and provided a total of 8.303 services comprised of 7.207 settlement services and 1.096 community social support programs. These services ranged from orientation and information sessions to para-professional counselling and employment-related services delivered through our Queen Street Office, our Library Services Program (LSP) at the Parkdale Library, and our satellite office at the Bathurst-Finch Hub. And certainly, our Bathurst-Finch office is now doing its share in expanding our outreach, responding to the needs of newcomer and migrant communities in the North York area. At the same time, we have provided on-the-job training to students doing Social Service Worker courses at Seneca College (5) and George Brown College (3).

Our annual revenue from federal, provincial and municipal government funding sources and other fundraising efforts amounted to \$420,289.00. For these, we are particularly grateful to Citizenship and Immigration Canada, to the Province of Ontario's Ministry of Citizenship and to the City of Toronto. Continuing support from all three levels of government and from KMC's supporters and friends as well have enabled the centre to fulfill its day-to-day operations and to deliver the much-needed services to the community.

At our Annual General Meeting last year, we changed the Centre's name to Kababayan Multicultural Centre (KMC). While recognizing the Centre's roots in the Filipino migrant community and continuing to address its needs, this reaffirms our commitment to serve all other sectors and groups in the broader Canadian society as well.

Network building and partnerships with government and non-government institutions and agencies have proven to be effective in the furtherance of KMC's objectives. In the delivery of services, we continue to engage in cooperative ventures with the offices of the Philippine Consul General and the Philippine Labour Attaché in Toronto. Where our main office is located here in Parkdale, we work hand-in-hand with the Toronto Public Library, Parkdale Legal Services, the Parkdale Intercultural Association and Parkdale Community Information Centre. Together with PIA, PCIC and PCLS, we initiated the Parkdale Inter-Agency Referral Network Protocol to facilitate the smooth referral system of the four organizations. We actively participate in the Parkdale Newcomers Service Provider Network and member of Toronto Local Immigration Partnership (LIP) North and South. Also, we share experiences and resources with groups and organization in the Bathurst-Finch Hub.

Given these gains and strengths over the past year, we are confident that KMC will be able to make greater strides in its drive to empower the community to achieve equity, and obtain full and equal access to socio-cultural, economic and political opportunities in Canadian society.

  
Enrico F. Esguerra  
CHAIRPERSON KMC



  
Flordeliz M. Dandal  
EXECUTIVE DIRECTOR

## 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 & personal power to better improve their chances for a successful life in Canada.

### EMPLOYMENT-RELATED SERVICES

KMS 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 & 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

KMS, 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).



7207

SERVICES

## SUMMARY REPORT ON SETTLEMENT SERVICES

In total KMC provided 8.303 services comprised of 7.207 settlement services and 1.096 community social support services for fiscal year 2013-2014

SERVICES	CIC	NSP	LSP
INITIAL NEEDS ASSESSMENT	912	370	
REFERRAL	381	184	380
ADVOCACY			105
FORMS		38	257
FOLLOW-UP		24	13
INFORMATION/ ORIENTATION	1763	389	979
INTERPRETATION		2	590
TRANSLATION		1	
PRA-PROFESSIONAL	260	154	
EMPLOYMENT RELATED	330	75	
TOTAL	3646	1237	2324

CSP

1096

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

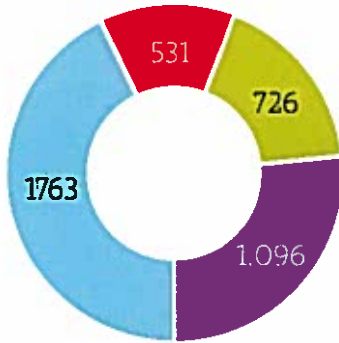


# SUMMARY REPORT ON INDIVIDUAL CLIENT PROFILE

During the period, April 1, 2013 to March 31, 2014, Kababayan Multicultural Centre served a total of 4,116 clients. The charts below show the number of clients per program and include their residency status, immigration category and client language.

4.116

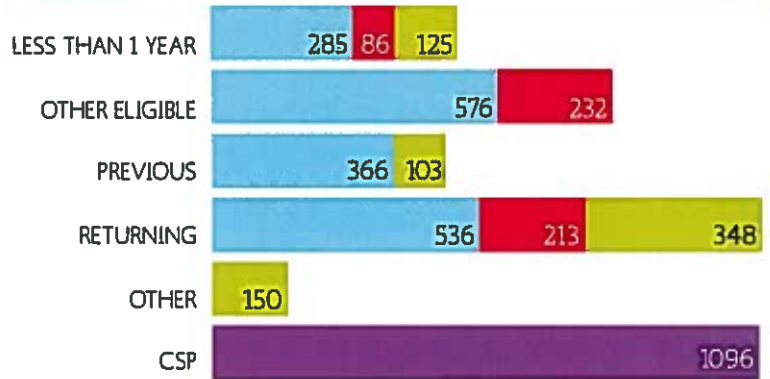
CLIENTS



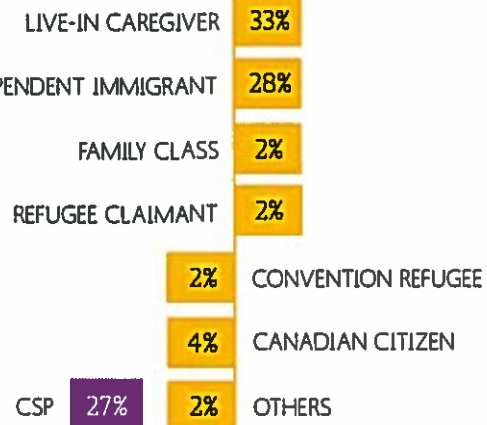
- CIC - CITIZENSHIP AND IMMIGRATION CANADA
- NSP - NEWCOMERS SETTLEMENT PROGRAM
- LSP - LIBRARY SETTLEMENT PARTNERSHIP
- CSP - COMMUNITY SOCIAL SUPPORT PROGRAM

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

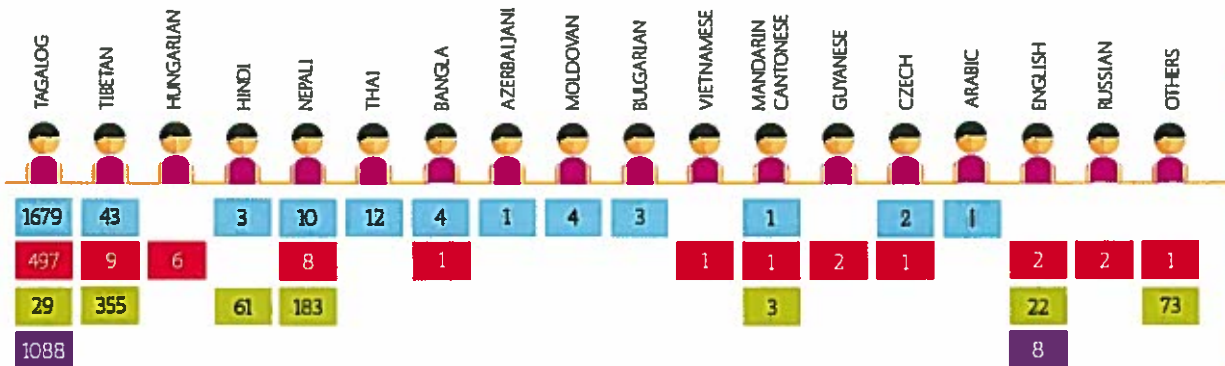
## RESIDENCY STATUS



## IMMIGRATION CATEGORY



## CLIENT LANGUAGES



The top five languages spoken by clients were:  
 TAGALOG: 3,293  
 TIBETAN: 407  
 NEPALI: 201  
 HINDI: 64  
 ENGLISH: 32



# SUMMARY REPORT ON GROUP SESSIONS

During the period, April 1, 2013 to March 31, 2014, Kababayan Multicultural Centre provided a total of 94 settlement group sessions. Of these, 28 sessions were conducted under the Citizenship and Immigration Canada (CIC), 22 sessions by the Newcomers Settlement Program (NSP) and 44 sessions by the Library Settlement Partnership (LSP).

KMC conducted a Computer Training Course with a total of 153 participants for the fiscal year 2013-2014

94

GROUP SESSIONS

CIC		28	432
	SESSIONS	PARTICIPANTS	
Citizenship and Immigration Canada			
ACCESSING SOCIAL SERVICES	2	24	
YOU AND CANADA ORIENTATION WORKSHOP	1	22	
LIFE SKILLS TRAINING - COMPUTER HANDS ON	1	14	
INFORMATION SESSION ON CANADA FOOD GUIDE, HEALTHY EATING AND HEALTHY LIVING	1	10	
ENGLISH CONVERSATION CLASS	1	15	
SESSION ON FAMILY REUNIFICATION	1	15	
SESSION ON FAMILY SPONSORSHIP	1	5	
VOLUNTEERING IN CANADA	1	11	
SELF AWARENESS - GOAL SETTING	1	14	
FINANCIAL MANAGEMENT	1	11	
FINANCIAL WELLNESS	1	12	
ORAL HYGIENE PRESENTATION	1	10	
CAREER PATH, CAREER TRANSITION AND RESUME WRITING	1	15	
LIFE SKILLS (FOOD HANDLING)	1	24	
SEMINAR FOR INTERNATIONALLY TRAINED TEACHERS	1	15	
LIFE SKILLS (COMPUTER WEB DESIGN FUNDAMENTALS)	1	12	
ENGLISH CONVERSATION	1	10	
LIFE SKILLS (COMPUTER TRAINING)	1	15	
NEWCOMERS' FIRST CHRISTMAS IN CANADA	1	22	
INCOME TAX PREPARATION	2	41	
INFORMATION AND UPDATE ON IMMIGRATION CHANGES	1	18	
YOUTH SUPPORT GROUP	1	9	
COMMUNICATION AND ASSERTIVENESS TRAINING	1	8	
NEWCOMERS' ORIENTATION SEMINAR	1	53	
SELF-DEVELOPMENT & SELF-AWARENESS WORKSHOP FOR YOUTH	1	16	
MANAGING CAREER TRANSITIONS & LABOUR MARKET PERSPECTIVE	1	11	

NSP		22	446
	SESSIONS	PARTICIPANTS	
Newcomers Settlement Program			
FREE TAX CLINIC	1	47	
IMPORTANCE OF VOLUNTEERING	1	11	
DO'S AND DON'TS IN JOB SEARCHING AND IN RESUME PREPARATION	1	16	
WORKSHOP ON FILLING UP OF FORMS (ON LINE PR APPLICATION AND CITIZENSHIP)	2	12	
UPDATES ON CONSULAR SERVICES, AND IMMIGRATION LAWS	1	65	
INFORMATION SESSION ON: ACCESSING THE TEACHING PROFESSION IN ONTARIO	1	71	
COMPUTER LESSONS / ADVANCE COMPUTER TRAINING: NEWCOMERS AND LIVE-IN-CAREGIVER PROGRAM / CULMINATING PROJECTS PRESENTATIONS	8	69	
SAFETY FOOD HANDLING	1	22	
ENGLISH CONVERSATION CIRCLE	3	19	
LIFE SKILLS TRAINING - CPR AND FIRST AID	1	15	
MANAGING CHANGE AND TRANSITION	1	65	
INFORMATION SESSION: SEMINAR ON TYPE 2 DIABETES	1	34	

LSP		44	353
	SESSIONS	PARTICIPANTS	
Library Settlement Partnership			
WORKER'S RIGHTS	1	16	
JOB SEARCH WORKSHOP	1	14	
HEALTH AND WELLBEING	1	9	
CHANGES TO CANADA'S REFUGEE PROGRAM AND POLICIES	1	29	
TENANT'S RIGHTS	1	9	
LSP DAY EVENT	1	35	
FESTIVE SEASON CELEBRATION	1	120	
MENTAL HEALTH AND SELF-CARE	1	10	
ENGLISH CONVERSATION CIRCLE	36	111	



33

## CSP SUMMARY REPORT ON GROUP SESSIONS

SESSIONS



### 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.



CSP		SESSIONS	PARTICIPANTS
Community Social Support Program			
<b>SENIORS</b>			
SOCIALIZATION: MOTHERS/FATHERS DAY CELEBRATION / BIRTHDAY CELEBRANTS OF MAR-JUNE / CELEBRANTS ACKNOWLEDGEMENT	1	27	
SENIORS MONTHLY MEETING / DENTAL CARE / ACTIVITY PLANNING AND EVALUATION	1	24	
GROUP RESEARCH STUDY SESSION FOR LEADERS (WITH YORK UNIVERSITY RESEARCHER)	1	6	
MONTHLY MEETING / INFORMATION SESSION ABOUT TYPE 2 DIABETES	1	18	
MONTHLY MEETING: WELLNESS AND PERSONAL HYGIENE	1	10	
OUTDOOR ACTIVITY - PILGRIMAGE TO BUFFALO	1	49	
YULETIDE CELEBRATION / BIRTHDAY CELEBRANTS OF SEPT.- DEC. ACKNOWLEDGEMENT	1	27	
MONTHLY MEETING: PLANNING AND PREPARATION FOR VALENTINES' DAY CELEBRATION	1	17	
VALENTINES' DAY CELEBRATION / FINAL SESSION ON TYPE 2 DIABETES WORKSHOP	1	35	
<b>TOTAL</b>	<b>9</b>	<b>213</b>	

# CSP

Community Social Support Program

SESSIONS  
PARTICIPANTS

## WOMEN

EDUCATIONAL TOUR AND STRESS RELIEF	1	51
GROUP BONDING - GETTING TO KNOW YOU MORE/GROUP AWARENESS SUPPORT ACTIVITY	1	50
ANNUAL GENERAL MEETING CENTRE'S ANNIVERSARY CELEBRATION	1	25
GROUP BONDING SUPPORT ACTIVITY - RELATIONSHIP BUILDING	1	44
SELF CARE AND WOMEN'S RIGHTS UNDERSTANDING WOMEN ABUSE	1	17
SOCIALIZATION AND NETWORKING - YULETIDE CELEBRATION	1	39
UNDERSTANDING WOMEN ABUSE	1	19
<b>TOTAL</b>	<b>7</b>	<b>235</b>

## WOMEN PROGRAM

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



# CSP

Community Social Support Program

SESSIONS  
PARTICIPANTS

## YOUTH

ORIENTATION ON SERVICES FOR YOUTH	1	50
PROUDLY PINOY ASIAN HERITAGE CELEBRATION	1	250
MOTHER APPRECIATION EVENT	1	18
LEADERSHIP DEVELOPMENT	1	11
TRIP TO WONDERLAND	1	25
YOUTH SERVICES ORIENTATION	1	77
SELF AWARENESS AND GROUP BUILDING	1	30
FESTIVE SEASON CELEBRATION PLANNING	1	60
FESTIVE SEASON CELEBRATION	1	53
BUILDING SELF ESTEEM AND SELF CONFIDENCE	1	18
PARENT CHILD RELATIONSHIP	1	9
COLOR PERSONALITY	1	15
ANGER MANAGEMENT	1	17
RELATIONSHIP AND COLOR PERSONALITY	1	20
BUILDING HEALTHY RELATIONSHIPS	2	27
OUTREACH SERVICES FAIR	1	9
<b>TOTAL</b>	<b>17</b>	<b>648</b>

## YOUTH PROGRAM

Newcomers between the ages of 13-24 years old are welcome to join in the many different activities that KMC organizes throughout the whole year aimed at empowering the youth to develop their leadership skills, particularly in Jean Vanier and St Patrick Catholic High Schools.



## ACKNOWLEDGEMENTS

### BOARD OF DIRECTORS

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#### TREASURER

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Kajantheny Manoharan

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Candice Bain

Anna Kladova

#### ACADEMY OF COMPUTER & EMPLOYMENT SKILLS

Carlo Concepcion

Daphne Bastian

Lalaine Hontanosas

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PHILIPPINE LABOUR ATTACHÉ OFFICE

ASIAN COMMUNITY AIDS SERVICES (ACAS)

ASSOCIATION OF FILIPINO-CANADIAN ACCOUNTANTS (AFCA)

CARE CENTRE FOR INTERNATIONALLY EDUCATED NURSES

CATIE

CATHOLIC COMMUNITY SERVICES OF YORK REGION (CCSYR)

CATHOLIC CROSSCULTURAL SERVICES (CCS)

CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

CULTURE LINK

JOBSTART

ONTARIO ASSOCIATION OF FILIPINO-CANADIAN ENGINEERS (OAFCE)

PARKDALE COMMUNITY DEVELOPMENT GROUP (PCDG)

PARKDALE COMMUNITY HEALTH CENTRE

PARKDALE COMMUNITY INFORMATION CENTRE (PCIC)

PARKDALE COMMUNITY LEGAL SERVICES (PCLS)

PARKDALE INTERCULTURAL ASSOCIATION (PIA)

PHILIPPINE TEACHERS ASSOCIATION IN CANADA (PTAC)

SETTLEMENT ASSISTANCE AND FAMILY SUPPORT SERVICES (SAFSS)

ST. CHRISTOPHER HOUSE

TORONTO CATHOLIC DISTRICT SCHOOL BOARD (TCDSB)

TORONTO POLICE SERVICES

TORONTO PUBLIC LIBRARY PARKDALE BRANCH

VOLUNTEERS

WOODGREEN COMMUNITY SERVICES

WORKING SKILLS CENTRE

GRAPHIC DESIGN: GABRIELA PINHO

### FUNDING AND SUPPORT



Gouvernement  
du Canada

Government  
of Canada



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SUPPORTERS OF KABABAYAN