



IN STORIES IN NUMBERS IN GRATITUDE

A Look Back at our Shared Impact.



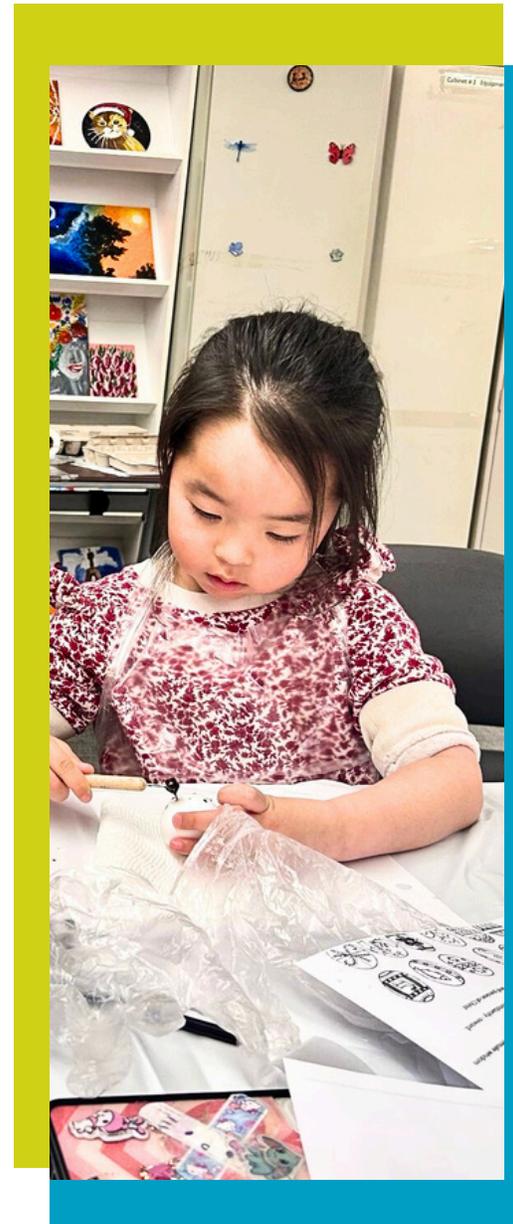
YEAR OF REPORT 2024-2025



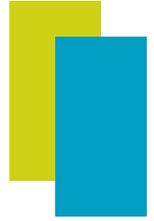
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Message from the Board Chair



Overview

It is with deep appreciation and pride that I share this message on behalf of the Board of Directors in our Annual Report.

This past year has been a time of meaningful growth, renewed focus, and ongoing resilience. Through collective effort, we have made a meaningful impact, and this report highlights the lives changed and the programs delivered. We are especially proud of the partnership we have strengthened across sectors and cultures. These collaborations have been instrumental in scaling our reach, enhancing the quality of our services, and ensuring our work remains aligned with funder priorities and the community needs.

As you read this report, we invite you to reflect on what we have accomplished together. Every number represents a story, every program delivered represents a promise kept. And every life changed reflects the power of what is possible when we invest in people and pathways forward.

As always, we remain grateful to our dedicated staff, volunteers, mentors, partners, and funders who bring this work to life every day.

On behalf of the Board of Directors, thank you.



Utilia Amaral
Board Chair

Message from the Executive Director

A Year of Gratitude, Growth, and Generosity of Spirit

As I reflect on this past year, the words that continue to echo in my mind are gratitude, growth, and generosity of spirit. It has been a year unlike any other- one that tested me personally in unimaginable ways following my severe car accident. Despite the challenges, what has carried me through has been the unwavering support, resilience, and brilliance of the people I'm fortunate to work alongside.

#GameChangers and #TeamAwesome, thank you. Because of you, our mission never paused. In fact, it accelerated. Together, we achieved key milestones in our strategic plan and advanced critical initiatives that are shaping more inclusive, empowered communities across Ontario.

One of our proudest accomplishments was launching the first-ever hands-on training activity for International Medical Graduates (IMGs), led by Dr. Guillermo Molero, with over 700 foreign-trained physicians supported in their journey to re-enter their profession. This groundbreaking initiative not only reflects our commitment to equity and inclusion but also the power of believing in potential.

We deepened community collaborations and formed new partnerships, ensuring our services remain responsive, innovative, and inclusive. Our continued work to embed and advance DEIB (Diversity, Equity, Inclusion, and Belonging) across the organization and in the communities that we serve remains a guiding force.

We are especially proud of expanding services for newcomer families with children on the autism spectrum- a deeply needed and impactful initiative. We are profoundly grateful to CCAT, ShareLife, and Bingo for investing in this important work, and to IRCC and our provincial ministry partners for their continued trust and funding support for our communities.

Our long-standing partnerships with both school boards, public libraries, York Region Housing, and our Welcome Centre collaborators—COSTI, Job Skills, Social Enterprise for Canada, and CICS- continue to be pillars of strength. Thank you for standing with us and walking alongside us in service to our communities. We're also excited to be growing in Norfolk County- and look forward to building a strong network among farm owners, community agencies, local businesses, and various consulates.

To our staff, volunteers, and community partners: your commitment humbles me. Your drive inspires me. And your compassion moves me. To the Board of Directors, thank you for your stewardship and continuing to lead with purpose. As their term comes to an end, I'd like to especially recognize Utilia and Maxine for their unwavering commitment and leadership.

I end this reflection with a full heart and immense gratitude. It has been a year of incredible impact, made possible by the people who show up each day determined to make a difference.

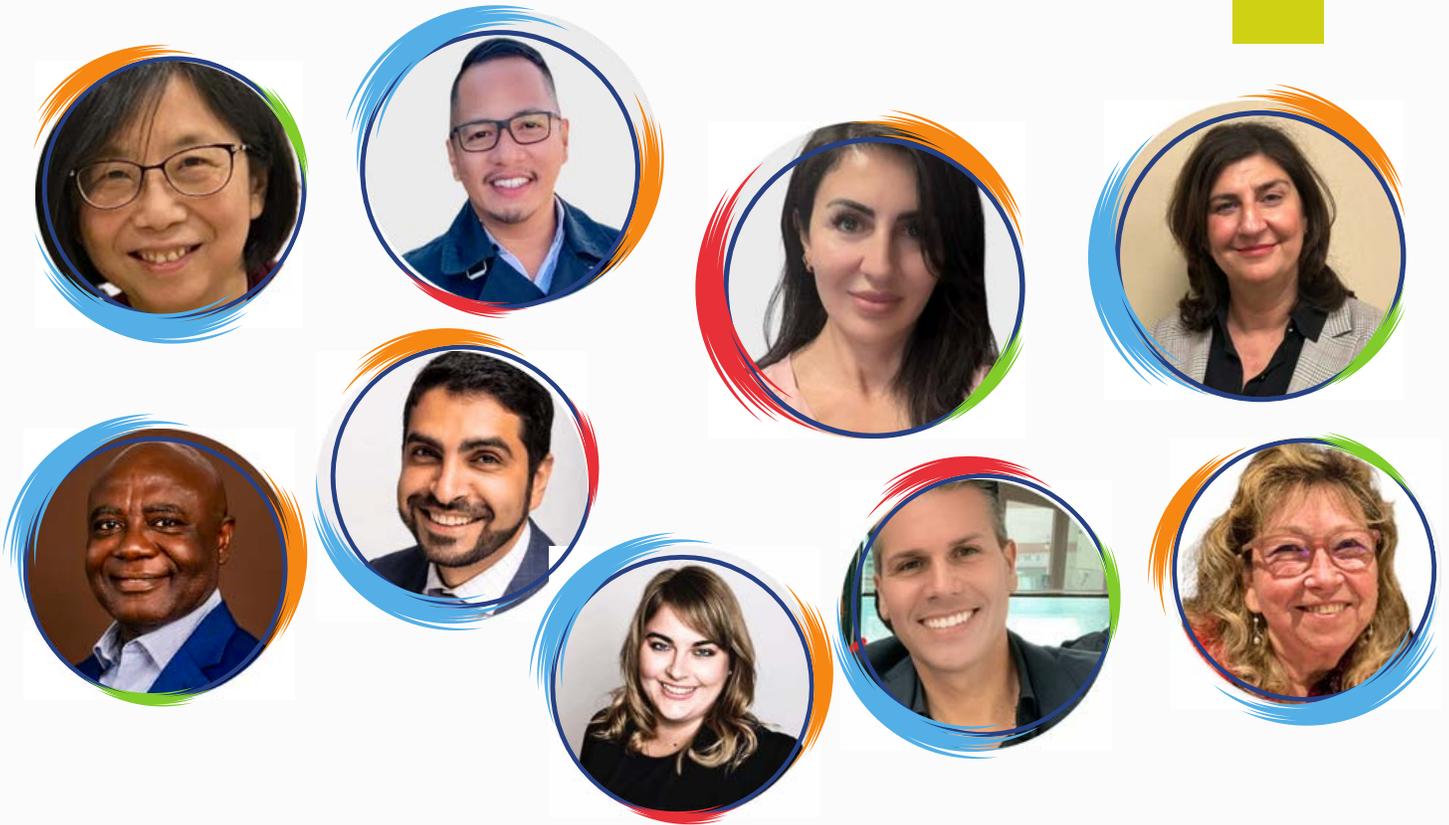
I hope to be back fully soon. Here's to continuing the journey- with hope, with courage, and with a spirit of possibility.

With gratitude,



Leonilda Bastone-Patey
Leonilda Bastone-Patey
Executive Director

Thank you for your service



In Deep Appreciation of Your Service



Utilia

We extend our sincere thanks to Utilia (Board Chair) and Maxine (Vice Chair), both of whom have served CCSYR with dedication since 2019.

Utilia has contributed her steady leadership across the Executive, Strategic Planning, and Governance/Risk Committees.



Maxine

Maxine brought her insight and integrity to the Executive, Strategic Planning, Human Resources, and Governance/Risk Committees.

Together, they've helped guide CCSYR through growth, change, and continued service to the community. We're grateful for their time, insights, and commitment — their impact will be felt long after their terms end.

 **Leonilda Bastone-Patey**
Executive Director

Strategic Plan Update: Year Two of Three

As we conclude the second year of our three-year strategic plan, significant progress has been made across all three pillars: Surround the Client, Shoring Up the Foundation, and Share the Message.



Pillar 1: Surround the Client

Building on Year One success, the client-centred approach was further enhanced by optimizing service delivery, expanding access, and tailoring support systems to meet diverse client need.

Optimized Community Navigator Impact: Community navigators maintained strong performance across Welcome Centres, libraries, schools, and community sites. Personalized service plans were developed to achieve effective integration of agency programs into holistic client support.

Digital Service Expansion: Online outreach, registration, evaluation, and delivery of group information sessions were improved. Digital platforms became more user-friendly and accessible, significantly expanding geographic reach.

Content Enrichment and Cultural Integration: Online session topics broadened, and speakers from government and professional bodies were recruited. Informal language training and cultural exchange programs supported community integration.

Mobile and Satellite Services: Mobile service delivery expanded in partnership with York Region Centre for Community Safety and Iranian Women's Organization of Ontario. A satellite office launched in Simcoe, Norfolk County, to support seasonal agricultural workers.

Expanded Specialized Programs: The Autism Program grew to meet demand across York Region. Dedicated community connection groups supported Yazidi, Turkish, Ukrainian, Filipino, Chinese, Arabic, Farsi, and Spanish-speaking families.

Community Partnerships: On-site counselling provided with York Region Housing; recognized as a service provider for the Ontario Men's Helpline (Family Service Ontario).

Seniors' Programs: Delivered the New Horizons for Seniors Program (NHSP) project Lovey Blanket; secured funding for Chai and Chat; newcomer seniors' mental health and well-being pilot (funded by Catholic Charities of the Archdiocese of Toronto) renewed.

Expanded Counselling Services: Specialized services for clients of Victim Quick Response Program; partnerships with 2SLGBTQ+ providers; active participation in York Region Centre for Community Safety and Canadian Mental Health Association-led Mental Health Service Hub.

Strategic Plan Update: Year Two of Three

Pillar 2: Shoring Up the Foundation

Made significant progress in strengthening operational infrastructure, integrating systems, and investing in staff capacity to support long-term growth and sustainability.

Digital and Data Systems: Launched centralized access and intake systems; improved online booking (e.g., tax clinics); standardized OCASI Client Management System (OCMS) for client data and reporting; introduced AODA-compliant website and optimized Google Business Profile to improve accessibility.

Infrastructure and Tools: Deployed Microsoft Bookings, SendGrid, Mailchimp, Eventbrite, CanadaHelps, and AI integration; opened new head office at 50 High Tech Road, Richmond Hill to support growing programs and team expansion.

Staff Development: Introduced performance management framework; conducted DEI-B surveys (99% participation); launched monthly DEI-B sessions; delivered multiple volunteer and alumni ambassador training sessions.

Evidence-Informed Practice: Applied OCMS for outcome tracking and evaluation; initiated data projects in counselling to embed a culture of evidence-informed practice.

Strategic Plan Update: Year Two of Three

Pillar 3: Share the Message

Strategic communications efforts resulted in significant expansion of our visibility, media presence, and public engagement, strengthening CCSYR's brand and reputation.

Resources and Tools: Hired a Social Media Marketing Coordinator and Marketing and Communications Assistant. Introduced a media library, templates, messaging guides, and custom trackers. Centralized planning improved workflow and consistency.

Content Strategy: Launched an integrated storytelling approach across blog, video, events, and media. Produced videos, blogs, newsletters, and success stories that showcased impact and built social proof.

Campaign Success: Social media campaigns for HER2024, Sip & Paint, and Craft Fridays—combined with advocacy content on mental health, social work, volunteerism, cultural awareness, equity and inclusion, and community resilience—generated strong engagement and expanded reach across diverse audiences. Saw 70% Instagram follower growth, 64.2% LinkedIn reach growth, and 40% more engagement through collaboration.

Public Relations: Featured in major news, sector podcasts, and funder newsletters. Our long-form digital content, physical creatives like IMG Wall, and events like Impact Night elevated client voices and re-enforced success narratives built around community pride.

Community and Government Engagement: Strengthened relationships with all levels of government by hosting elected officials at our offices, showcasing our programs, and positioning ourselves as a trusted partner in delivering essential community services. Active presence at festivals, regional action tables, parliament, and community BBQs improved credibility and funding relationships. Built relationships with nearly 100 employers through training, job fairs, and direct engagement.

Volunteer Engagement: Volunteer Advisory Committee launched to reduce volunteers' turnover and improve retention. Three alumni Ambassadors (i.e. student practicum) were hired and 62 volunteers participated in training sessions.

CCSYR Service Highlights | 2024-25

Unique Clients Served 

30,808

Unique Families Served 

12,077

Direct Services Provided 

67,567

Group Sessions



Organized Group Sessions
4,915



Group Services Provided
75,077

Number of locations 

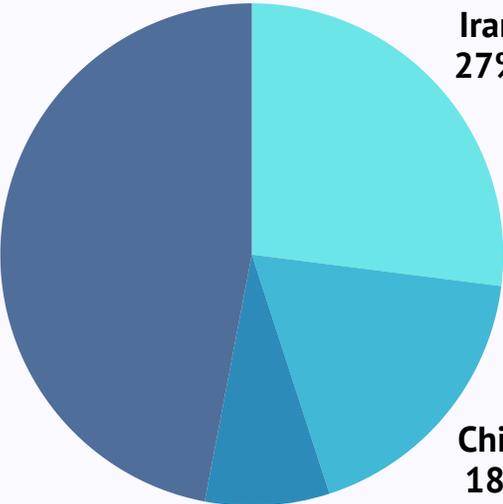
210

Job Placement Arranged 

434



Top Three Country of Client Origins



Country	Percentage
Iran	27%
China	18%
Ukraine	8%
Other	47%

A Legacy of Warmth: Our Knitting Club

Through funding from the Government of Canada's New Horizons for Seniors Program (NHSP), we launched a weekly knitting club that brought seniors and newcomers together in meaningful ways. Seniors found renewed purpose, shared stories, and built friendships—while creating handcrafted blankets for newcomer families.

This intergenerational, intercultural initiative promoted well-being, inclusion, and a deep sense of belonging.

I like the knitting club so much. Every time I met a lots of kind person. And when you need help so they always give me hand. we shared different culture. joy stories and good experiences. In this club I can learn speak English for oral and new words. I like here every stuff. They always are so kind to treat and help every people. They work hard and focus on people's need.

“Every day, people need to smile, so a social life for newcomer seniors like myself is essential. Thank you!
-Lin Ruichun, one of the project ambassadors of the knitting club.



Thank You

Government of Canada's New Horizons for Seniors Program for funding this project.

A Transformational Year for Our Autism Support

What started as a small pilot in 2023 is now a lifeline for over 400 newcomer families in York Region. CCSYR's Autism Program now offers expressive arts, mental health sessions, and family-focused workshops—all rooted in compassion and cultural sensitivity.

This year's Autism Acceptance Event brought over 100 people together in a powerful celebration of inclusion and hope.

CCSYR is a Catholic Charities Member Agency Supported by ShareLife.

“

We often felt isolated. Since joining the Autism Program, we've received encouragement and help navigating support at school. CCSYR made us feel seen, supported, and stronger.

-A parent attending the program

Thank You

CCAT, ShareLife, and Bingo for your support and generosity.

Meeting Youth Where They Are: Breaking Barriers to Mental Health Support

Expanding access through digital services and strategic partnerships

In response to increasing needs identified through our Mental Health and Addiction Support Group sessions as part of the 2024 Youth Counselling Project, we recognized a clear demand for more accessible and flexible mental health supports tailored to youth. Many young clients expressed a preference for ongoing services that could be accessed digitally and outside of traditional hours.

To address this, we enhanced our pilot project in 2024 with a targeted focus on Digital Supportive Groups and individualized 1:1 Counselling Services for youth. The initiative included outreach to local youth-serving organizations and the promotion of our no-cost mental health and well-being supports, with extended evening-hour appointments designed to improve accessibility.

This proactive approach resulted in a steady stream of referrals and strong engagement from youth across the region. We are now collaboratively receiving youth client referrals from Youth and Family Support service providers, and have received consistently positive feedback from both clients and community partners. The pilot affirms the growing importance of sustained investment in digital and community-based mental health programming tailored to the unique needs of young people.

1. The session overall was
 1 2 3 4 5

2. The speaker is knowledgeable about the topic
 1 2 3 4 5

3. The session improves your knowledge about this topic
 1 2 3 4 5

4. Which one of the following did you find to be most helpful to you?
 Mental Wellbeing Self Care Mindfulness/Meditation
 Counselling Others

5. How could the session be improved?
More games

6. Your suggestion for the future topics and other comments:
I found the topics are cool

1. The session overall was
 1 2 3 4 5

2. The speaker is knowledgeable about the topic
 1 2 3 4 5

3. The session improves your knowledge about this topic
 1 2 3 4 5

4. Which one of the following did you find to be most helpful to you?
 Mental Wellbeing Self Care Mindfulness/Meditation
 Counselling Others

5. How could the session be improved?
Maybe more interactive components (more games)

6. Your suggestion for the future topics and other comments:
More specialty topics, online/ face 2 face situations

“My daughter joined the session last night and she found it very interesting.

- Luna Zhang

“Thank you for the session yesterday- it helped me a lot just to talk and be heard.

- Oleksandr Mykhailyshyn

1. The session overall was
 1 2 3 4 5

2. The speaker is knowledgeable about the topic
 1 2 3 4 5

3. The session improves your knowledge about this topic
 1 2 3 4 5

4. Which one of the following did you find to be most helpful to you?
 Mental Wellbeing Self Care Mindfulness/Meditation
 Counselling Others

5. How could the session be improved?
More peer engagement

6. Your suggestion for the future topics and other comments:
Social issue and activism

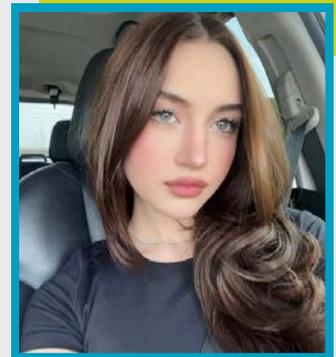
FLOURISH AFTER SCHOOL: FAMILY ACTIVITIES IN ART, MUSIC AND ENGAGEMENT (FAME)

FAME is an after-school program connecting newcomer families through creativity, culture, and community. Last year's highlights included music and art workshops, a children's choir, parent wellness sessions, school navigation workshops, and community performances at Markham City Hall. FAME strengthens family ties and supports newcomer integration with joy and confidence.



“ In a time of uncertainty, CCSYR’s Kyrylo Belyayev offered genuine support, kindness, and understanding. Kyrylo helped me find my first volunteer opportunity in Canada and, more importantly, helped us Ukrainian youth connect and build a supportive community. Whether we needed emotional support or practical help with resources or documentation, he was always there.

-Diana Grabovenko, a Grade 12 student at Bayview Secondary School.



“ I want to extend our deepest gratitude for the incredible partnership we’ve built together in support of our newcomer families during our Community Connections sessions. Your unwavering commitment to serving families in their first language has made a profound difference in their lives. We continue to witness the meaningful connections that have blossomed through your efforts.

-Amalia Lucas, Principal of Red Maple Public School

Supporting Newcomers Across Canada, Wherever They Are

Our free online services are designed specifically for newcomers and are accessible anywhere in the country. From learning English and exploring employment opportunities to accessing reliable information or connecting with culturally aware staff, all services are available from the comfort of home.



Our Key Online Services

- One-on-One Help
- English and French Practice Groups
- Online Information Sessions
- Online Study Group for Internationally Educated Healthcare Professionals
- Job Search and Employment Workshops
- Counselling and Well-Being Support

WHY CHOOSE OUR ONLINE SERVICES?

- Free
- Led by caring experts
- Friendly and personal
- Flexible and easy to join
- Comfortable and private
- Great for making connections
- Available in multiple languages



“Facilitating the Online French Conversation Circle has been a joyful and rewarding experience. Each session is filled with energy, laughter, and meaningful learning. From the start, we built a strong sense of community, making Tuesdays a true highlight of my week.

- Matel Sall, Senegal, West Africa

Online IMG Study Group: Rebuilding Medical Careers in Canada

In 2024, over 80% of our Internationally Trained Medical Graduate (IMG) participants passed their licensing exams—and over 10 matched into Canadian residency programs soon after. These milestones reflect the strength of CCSYR's long-standing study group, powered by dedicated volunteer mentors, many of whom are former participants. Meeting online four times a week, this peer-led program offers more than exam preparation. It's a supportive community where IMGs rebuild confidence, strengthen resilience, and take meaningful steps toward restarting their careers.



“ I'm grateful for the exceptional NAC preparation classes. The sessions were well-organized, practical, and gave me a clear understanding of what to expect in the exam, helping me feel confident and prepared.

- Rastin Asli

“ The IMG study group was the best I could find to prepare for the exams. It was motivational, informative, and supportive. I would like to tell the new IMGs to keep attending this study group.

- Ali M. Shafiee



Borrow a Community Navigator: Trusted Settlement Support at Your Local Library

Through CCSYR's Library Settlement Partnerships (LSP) program, newcomers received one-on-one support right in their local libraries.

Our multilingual community navigators helped with everyday needs — from finding housing and employment to registering children for school or completing government forms like OHIP, child tax benefits, and immigration applications.

The program also offered individual Digital Skills coaching, so participants could learn how to use apps, fill out forms online, and feel more comfortable with technology.

By being present in familiar library spaces, LSP made it easier for newcomers to ask questions, find guidance, and feel connected to their community.



“ I feel lucky to have joined the Chinese painting session organized by CCSYR at Aurora Public Library. As a beginner, I was delighted to paint with a traditional brush under Mr. Yao's guidance. Thanks to Ms. Yan Wu from CCSYR for organizing the session and introducing me to helpful programs like the Newcomers Meet-Up and the English Conversation Circle, which greatly improved my language skills. These programs have helped me adapt to life in Canada. CCSYR also offers Community Connection sessions, information sessions, and drop-In services at libraries. Thank you, CCSYR, for supporting newcomers!

– Collin Zhi

NORFOLK County Satellite Office

Our Satellite Office at Simcoe is bringing vital settlement services and community connections to rural communities in and around Norfolk County. Our conversational English classes, employment support services, housing guidance, mental health counselling, and peer support groups are tailored to meet unique needs, offered online, on-farm, or in community spaces—helping individuals feel supported and connected every step of the journey.

With nearly 20 years of experience supporting temporary foreign workers and expertise in programs like Seasonal Agricultural Worker Program (SAWP) and the Agri-Food Immigration Pilot, the team understands the challenges newcomers face in rural settings. Beyond essential services, opportunities to build friendships, celebrate diversity, and belong are created through community events, peer support groups, and cultural gatherings.

Thank You

Ministry of Agriculture, Food and Agribusiness for your support and generosity.



“ We’re grateful to have met Leanne Arnal leading Norfolk Satellite Office. She has been instrumental in improving our lives on the farm- through community partnerships, social workshops, as well as anger management and anxiety classes.

-Ernie Simms, a migrant worker



Employment Services

Four job fairs for asylum seekers

Candidates hired:

400+

Number of
Participants:

1200+

Number of Employers:

32+ including:



npowercanada



THE CAREER FOUNDATION
Developing Human Potential



“ Sara Meghdadpour helped me build my resume. I'm especially grateful for her encouragement and for mentioning the job opening at CCSYR. I explored the role, applied, and had the opportunity to interview - my first in the social service field since moving to Canada two months ago. I'm also loving the revised resume as it's much clearer now.

- Rachel Chau

“ I found a job as an Employee Services and Retention Specialist at a local employment support service providing agency. Thanks to CCSYR for your guidance and encouragement.

- Aisha Ogungbe



Voices from Our Community Engagement Program

“ The Citizenship Hub sessions were outstanding. The well-structured schedule, focused content, and interactive format made learning both effective and enjoyable. Their practical tips on test strategies and time management boosted my confidence, and I passed the Citizenship test on my first try.

- Yufeng Wang



“ Since joining art classes, I've seen clear progress in my language skills - especially in vocabulary, speaking, and confidence. Through storytelling, games, and thoughtful discussions about art, each session is engaging, inspiring, and effective. Nilou Afshar creates a safe, encouraging space that makes learning both enjoyable and meaningful.

- Masoumeh



Growing Role of Our Community Connections Groups

Offering community-tailored support to all intersections of women, seniors, young people, and families.

- LatinX
- Filipino
- Iranian
- ACB
- Turkish
- Yazidi
- Kurdish
- Arabic
- Chinese
- Korean

This year, our community-based connection groups became vital spaces for listening and building trust with diverse communities in Ontario. While CCSYR has always made culturally and linguistically appropriate services a priority, these groups created new opportunities to connect with agencies serving specific communities. Through these partnerships, we were able to respond to unique needs more effectively and strengthen the collective impact of our work.

New Partnerships:

Aurora Black Community (ABC)



Caribbean North Charities Foundation



Voice of Immigrant Women (VIWO)



Iranian Women's Organization of Ontario (IWOO)



York Region Centre for Community Safety (YRCCS)



Housing York Inc.



Highlights

Improving How We Serve: A Strategic Relocation

Relocating to 50 High Tech Road in Richmond Hill marked a key step in expanding both our reach and effectiveness. The new space is more accessible to the community, increasing walk-ins and making it easier for people to discover and use our services. With a designated program area, we've removed previous barriers related to scheduling and space limitations, allowing us to offer more consistent support.

The move has also supported internal growth. Having all teams in one location has strengthened collaboration and created a more coordinated approach to service delivery.



Pathways to Healing: Group-Based Mental Health Support for Women



In partnership with York Region Centre for Community Services (YRCCS), we offered a structured series of group workshops to support individuals navigating the lasting effects of trauma. Each 8-week cohort focused on practical tools and guided reflection to help participants recognize patterns, strengthen emotional regulation, and build healthier relationships.

Participants reported feeling more equipped to understand their experiences and apply what they learned in everyday situations. The program also strengthened access to culturally-aware mental health support —meeting people where they are, and offering consistent, trusted guidance.

Highlights



HER2024

Empowering against gender-based violence

Our first fundraising event

*Voices amplified
Businesses uplifted
Community united*

HER2024 was a celebration of community, empowerment, and women's leadership across York Region. As our first public-facing fundraiser, it made a bold statement: when women rise, communities thrive.

From a dynamic fashion show to powerful performances by Keturah Morris and J. Nichole, the event spotlighted local talent and global voices.

With partnerships ranging from York Regional Police to CIBC, HER2024 reflected the strength of collaboration. The atmosphere was electric, the energy contagious, and the message clear: women's empowerment is everyone's business.

HER2024 laid the foundation for a signature CCSYR tradition. It showcased what's possible when purpose, people, and passion come together.

Raised in cash:

\$23,918

In-Kind Donations:

\$50,000+

Total Event Impact:

\$75,000+

Volunteers Make Waves



Our amazing Bingo volunteers play a vital role in raising essential funds that directly support CCSYR's Autism Program. Through their time, dedication, and teamwork, each shift helps generate thousands of dollars that make specialized counselling services accessible to newcomer families and children in need. At the same time, volunteers gain valuable leadership and communication skills, connect with others, and contribute to a cause that strengthens their community. We are incredibly grateful for the difference they make—one shift at a time.



“

I wanted to make a positive impact and gain valuable experience. CCSYR provided me with the opportunity to help others in a supportive and friendly environment. I look forward to participating in similar activities in the future.

-Dina Ghalyani
Volunteer Fundraising – Charity Gaming



Thank you for supporting us



Financial Statement:



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