



ANNUAL REPORT 2019-20





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Every service is as unique as the communities we assist.

Proudly serving newcomers of all cultures, religions and ethnicities since 1973.

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Leadership Message

It is our pleasure to provide you with our annual report for 2019–2020, which marks another productive year for ACCT and its ongoing positive impact on the communities we serve. During that period, our exceptional staff worked tirelessly to achieve our goals and, in retrospect, laid the groundwork that has allowed us to successfully weather the implications of COVID-19.

Looking back, we can see the many reasons why we are able to successfully navigate these uncertain times: impactful programs, talented and committed staff, and strong partnerships with funders and community partners alike. While the COVID-19 pandemic took us by surprise and tested our resiliency and ability to be creative and flexible, simultaneously it reinforced what we knew all along: the need to dynamically innovate and adapt to the ever-evolving needs we see daily on the ground. This annual report is a testament to our success and to our ability to embrace the changing landscape. In the pages ahead, you will learn of our achievements and the positive impact we have helped bring to individuals and families in our community. You will also hear directly from our clients and their determination to overcome obstacles in their journey to a better life.

The 2019/20 year was full of activity and change. We saw changes in our leadership, both on the Board and in the position of Executive Director. In November, we welcomed Fathi Abu Farah as our new Board Chair, Richard Szudy as the Vice-Chair, and Jehad ALiweiwi as Treasurer. Earlier in the year, we said goodbye to Rania Younes who served as Board Chair for two full terms. We would like to take the opportunity to express our heartfelt gratitude to Rania for her contribution and leadership over the years. We are delighted that she remains a passionate member of ACCT so we can continue to benefit from her expertise.

In June, we said goodbye to our former Executive Director, Huda Bukhari, after she had served 5 years in the role. We were fortunate to have Naguib Gouda, a long-time friend and supporter of ACCT, lead us through the transition to our current Executive Director, Dima Amad. The transition period presented an opportunity for us to take inventory of our current state, so that areas of focus could be identified and relevant recommendations and strategies devised to help with our overall improvement and growth. Among these recommendations was the need to hone our branding, so that we can bring our mission 'to life' through enhanced storytelling. The in order to create more meaningful engagement with our community and other stakeholders.

The 2019/20 fiscal year also marked the end of a 3-year funding agreement with Immigration, Refugees and Citizenship Canada (IRCC) and the successful negotiation of a new 5-year agreement, with additional resources to meet the growing demand our team faces on a daily basis. Last year, we welcomed over 4,000 newcomers to Canada, all of them eager to integrate and contribute to their new communities.

As we navigate through our current reality, we are constantly reminded of the role we play in improving the lives of the communities we serve. Among the many things we do well is creating impact and unique experiences for our clients and last year was no exception. Our seniors, women, and youth enjoyed many opportunities to share and learn from one another and to build connections, skills, and confidence for successful integration. You can read about their experiences and journey in the pages ahead.

In particular, we would like to recognize our dedicated staff and volunteers. They are, without a doubt, the backbone of our organization and their efforts have made a huge difference to ACCT and to the communities we serve. We would also like to thank our community partners for engaging in our work and contributing greatly to our success. And lastly, we would like to acknowledge the important contribution of our funders, IRCC, Ministry of Children, Community, and Social Services (MCCSS), Employment and Social Development Canada (ESDC), City of Toronto, Toronto Arts Council, and the Ontario Trillium Foundation, all of whom have worked closely with us to support the most vulnerable in our community. We look forward to another year of achievement with your continued support.

Dima Amad

Dima Amad

Fathi Abu Farah

fathi Abu farah

Board of Directors

Fathi Abu-Farah

- President

Ahmed Afheel

- Member

Malika Mounir

- Member

Richard Szudy

- Vice President

Bilal Hamadah

- Member

Rania Younes

- Member and Immediate Past President

Jehad Aliweiwi

- Treasurer and Secretary

Hani Al-Dajane

- Member

About us

Established in 1973, the Arab Community Centre of Toronto (ACCT) is a non-political, non-religious, and non-profit organization that works with newcomers of all backgrounds across Toronto. In its early years, ACCT had set out to help Arab Canadians. Particularly in the past few years, the growing needs of vibrant communities for settlement and social services prompted ACCT to expand its services, programs, and outreach to accommodate anyone who comes in through our doors. As an advocate of self-sufficiency, ACCT works towards creating innovative programs and services that adapt to the ever changing needs of the communities we work with.

This could not be possible without the support of our team members, partners, volunteers, donors, and funders.

OUR VISION

We envision a healthy, equitable, and inclusive community that works together to engage with and integrate newcomers and other community members into the Canadian lifestyle.

OUR MISSION

We strive to enable and empower individuals, families, and communities to lead informed, productive, and culturally sensitive lives. As a non-profit model of excellence, we honour our Arab Canadian heritage through community building.

OUR VALUES

At ACCT, we are committed to:



Working within a social-justice / anti oppression framework that demonstrates our respect for newcomers and broader community of individuals who seek our services



Recognizing our board, staff, and volunteers as individuals who are client-centered and result oriented



Ensuring accountability in our work

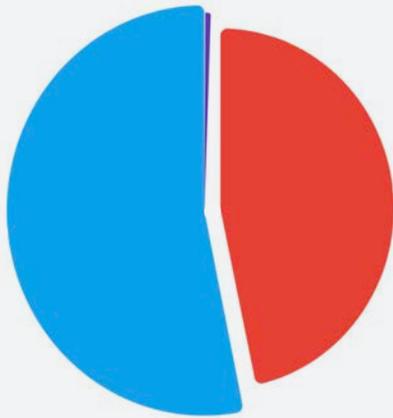


Engaging in continuous learning and improvement to incorporate best practices and remain responsive

ACCT Impact and Reach

GENDER

Male	2317	53.2 %
Female	2033	46.7 %
Other	4	0.1 %



AGE GROUP

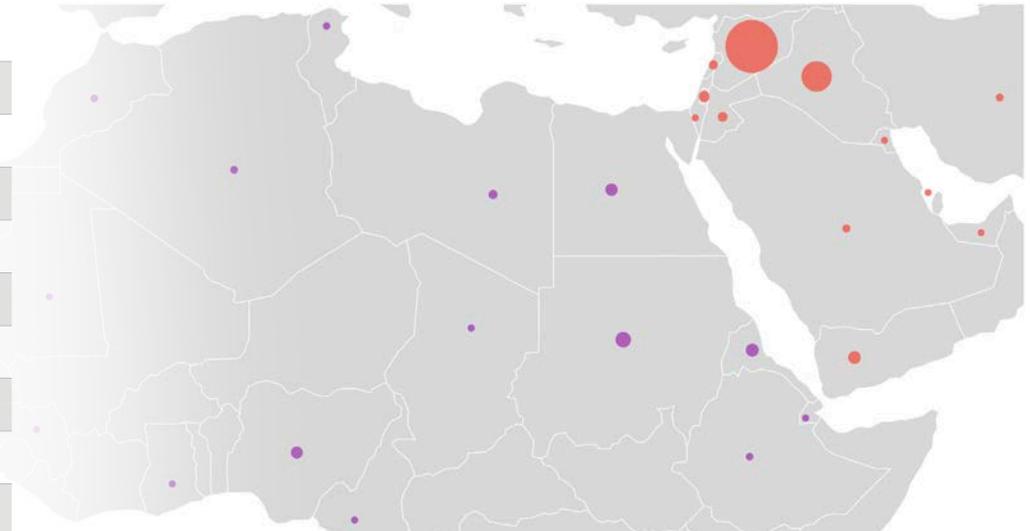


TOP 10 LANGUAGES

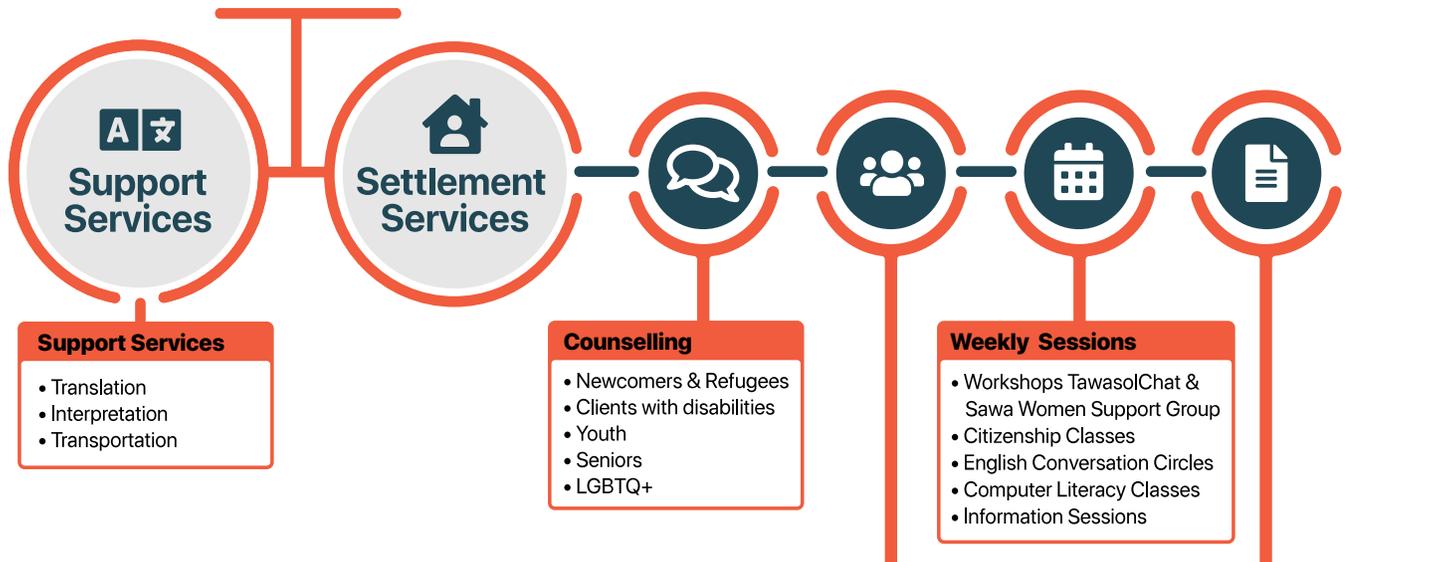
1- Arabic	3310	60.7 %	6- Turkish	52	1.0 %
2- English	1051	19.3 %	7- Kurdish	43	19.3 %
3- Assyrian	125	2.3 %	8- Yoruba	38	0.7 %
4- Armenian	125	2.3 %	9- Tigrigna	29	0.5 %
5- French	73	1.3 %	10- Urdu	27	0.5 %

TOP 10 COUNTRIES OF ORIGIN

1- Syria	1585	36.4 %
2- Iraq	811	18.6 %
3- Sudan	297	6.8 %
4- Eritrea	205	4.7 %
5- Yemen	196	4.5 %
6- Egypt	187	4.3 %
7- Nigeria	177	4.1 %
8- Palestine	140	3.2 %
9- Jordan	99	2.3 %
10- Lebanon	74	1.7 %



ACCT Programs & Services



- Support Services**
- Translation
 - Interpretation
 - Transportation

- Counselling**
- Newcomers & Refugees
 - Clients with disabilities
 - Youth
 - Seniors
 - LGBTQ+

- Weekly Sessions**
- Workshops TawasolChat & Sawa Women Support Group
 - Citizenship Classes
 - English Conversation Circles
 - Computer Literacy Classes
 - Information Sessions

- Programs**
- Capacity-Building for Grassroots Organizations
 - Internships & Canada Summer Jobs
 - Community Engagement
 - Walimat Alruwad
 - Walima
 - Neighborhood Table
 - ACCT Youth
 - People of The Book

- Clinics**
- Community Volunteer Income Tax Program (CVITP)
 - Ontario Electricity Support Program (OESP)

TawasolChat

On a monthly basis, TawasolChat workshops provide newcomers with timely, accurate, and relevant information to build their life skills, increase their knowledge, and improve their opportunities for integration into Canadian culture and traditions. Topics discussed include personal banking, parenting, housing, legal rights, and responsibilities. Like the name suggests- "tawasol" in Arabic means "to interact" - workshops are facilitated in a casual environment that encourages the community to engage with topics that are important to them in a way that is familiar.

50



Total number of workshops

410



Total number of clients



"Workshops provide a lot of useful information that assists us with our daily lives as newcomers to Canada."

- Atika Al-Obaidi

SAWA WOMEN SUPPORT GROUP

Meaning "together" in Arabic, SAWA aims to bring women together to share, listen, and support one another. The monthly group provides opportunities for women to share their experiences, feelings, and coping mechanisms.

 **Communication via WhatsApp**



EXCURSIONS

One of the activities our clients love to join is our field trips to museums and places of interest. Throughout 2019 we introduced clients to the ROM, AGO, Aga Khan Museum, Montgomery Heritage site, Christie Lake, and local waterfalls.

Field trips help clients especially seniors in the community to get out and about. They get to make new friends, engage in daily activities, and get to learn something new about the community and environment they live in.



ENGLISH CONVERSATION CIRCLES

ACCT facilitates weekly English Conversation Circles to support language learning in the community. With diverse content like conversation practice exercises, role playing activities, conversational grammar, and useful phrases for speaking, classes boost students' confidence in speaking. Counsellors give additional support by providing hand-outs to help clients with practising at home. Students leave sessions feeling they have a better grasp on vocabulary and correct sentence structure.



"I've been attending English Conversation Circles for over a year now and almost never missed a class. I have jumped to CLB 5 now thanks to ACCT. The method of teaching is not only interesting but is delivered with great content, using different material every week. I have noticed a big difference in the way I speak now thanks to conversation activities and grammar lessons. I have benefitted a lot and will continue to attend classes because it's the only place where I can practice speaking confidently and have a great time."

- Ani Mikanelian

Success Story

Amina Abdel Rahim

In 2016, Amina Abdel Rahim migrated to Canada from Saudi Arabia. A mother, nurse, and human rights activist, Amina originally hails from Mendefera, Eritrea, one of the most ancient cities in the world known for its high hill in the centre of the city.

Upon arriving in Canada, Amina joined ACCT as a volunteer at the same time she joined ACCT's Walima Kitchen Project and our English Conversation Circles. Eager to improve her English skills, she makes sure to never miss a class!

At ACCT, Amina studied for her food handling certificate and expanded her social network while sharing Eritrean culture and traditions. In many of ACCT's events and festivities, Amina always made it a point to wear her beautiful colorful Eritrean outfits and present her distinctive Eritrean dishes.

Amongst her hobbies are cooking, reading, and volunteering. Amina aspires to complete her English studies to accelerate her integration, and plans to continue making meaningful contributions to Canadian society.

50



Total number
of workshops

CITIZENSHIP CLASSES

ACCT provides weekly classes to prepare clients for their Canadian citizenship exam. During the class clients study for the exam, rehearse mock examinations, and test their knowledge of Canadian history and cultures. Through field trips, our classes also take clients across Ontario to visit places of historical significance.

NSP

Through funding provided by the Ministry of Children, Community, and Social Services, we continue to run our Newcomer Settlement Program (NSP). In the 2019-2020 fiscal year, we exceeded the number of people served in previous years. Besides our one-on-one sessions, we carry out a number of workshops that assist clients in understanding the society they are in, settling into the community, and developing new relationships.

Workshops cover areas from personal finance, housing, writing resumes, ways to job search, parenting, healthcare, and wellbeing.

2128



Total number
of clients

748



Total number
of NSP Youth



WORLD EDUCATION SERVICES (WES)

World Education Services (WES) is a non-profit organization dedicated to helping international students and professionals to achieve their educational and professional goals in Canada. For the third year in a row, ACCT provided WES services to our pool of clients who are either skilled workers or international students.

"I have good news to tell you- I started working in a full-time job in an engineering company in Montreal. I am also a member of Ordre des Ingénieurs du Québec. Thank you ACCT for helping me with the WES Gateway Program"

- Talal Toushan



WORLD EDUCATION SERVICES



Success Story

Zuhair Youshoa Khoshaba

At 57, Zuhair Khoshaba came to Canada after a career as an engineer back in his home country. In Toronto, Zuhair began accessing ACCT services to address various settlement needs as well as for assistance in accrediting his certificate from WES Gateway Services. After a short time working with our WES counselor, Zuhair received his credentials.

With these in hand, Zuhair began applying different jobs in his field. Recently Zuhair was able to find gainful employment.

"Through the WES Gateway Program I completed the evaluation of my degree so now I have more opportunities to apply for electrical engineering jobs and my life has become a lot more better than in the past."

- Zuhair Youshoa Khoshaba

130



Total number
of clients

Programs

SETTLEMENT AND INTEGRATION

Funded by Immigration, Refugees, and Citizenship Canada, our Settlement Program provides newcomers to Canada with a comprehensive range of services to facilitate their adaptation, settlement, and integration into the Canadian society and economy. Services are delivered under three main components: Information and Orientation, Needs Assessment and Referral, and Community Connections. In addition, newcomers with more complex barriers are offered support services including translation and interpretation, transportation subsidies, and well-being support.

In 2019–2020, we welcomed 4354 immigrants and refugees from various ethnic and cultural backgrounds and helped them get acquainted with Canadian life and culture and how the various systems operate. Our team of 20 Settlement Counsellors speak more than 13 languages combined and work with clients one on one to identify their settlement needs and formulate a plan to ease their integration into our community. For most of our clients' housing and employment continue to be identified as the highest priority needs in 2019–2020.

In addition to one-on-one support, clients participate in workshops that provide vital information about the settlement process. Topics that are covered during these sessions are wide-ranging and include financial information, housing, ways to find employment in the city, healthy eating, and wellbeing.



WALIMAT ALRUWAD

To combat the social isolation so frequently experienced by seniors, Walimat Alruwad brings together senior women to share cultural knowledge and cook their favourite meals. Funded by the New Horizons for Seniors Program (NHSP), the project facilitated the social inclusion of 25 senior women this fiscal year through cooking, learning about Arab and Indigenous food cultures, community partnership, seniors safety and security, arts, waste management, and dance-choreography. The ladies would work out of the Fellowship Christian Reformed Church, where they would also invite the congregation to sample their food. Walimat Alruwad culminated in a cookbook of the women's recipes, which we have been posting weekly on social media for the public to enjoy.



During the program, various institutions came forward with voluntary support to provide a magical experience for the seniors women group. These organizations include the Fellowship Christian Reformed Church, United Bloordale Church, Toronto Police Services- Community Partnership and Engagement Unit, the City of Toronto's Solid Waste Management Services, The Green Belt Foundation, Neilson Park Creative Centre, and Jasad.



WALIMA

Meaning “food feast” in Arabic, the Walima Arab Kitchen is a psychosocial economic empowerment initiative that supports newcomer women with pre-immigration trauma, low English language skills, and no Canadian work experience through a kitchen project.



A Service Delivery Improvement Project funded by IRCC over three years, Walima provides programming out of three locations in Toronto: Bloordale United Church, Roncesvalles United Church, and Family Service Toronto at Victoria Park Hub. Each cohort provides community cooking sessions that incorporate trauma counseling, informal English language teaching, and information on how to start your own small business. Graduates from the three-month course receive a Food Handling Certificate that equips them to join the Canadian job market.

  **Communication via WhatsApp**

4



Sampling
Nights

123



Clients

101



Clients who
received the
food certificat



NEIGHBORHOOD TABLE

For the second summer in a row, St. Philip's Lutheran Church joined hands with ACCT to carry out an eight-week summer camp to 50 children and their parents. The camp educated parents on Canada's food guide, nutrition, and how to cook healthy meals. Each week children learned how to prepare and cook a dish from a different country. With the inclusion of Mexican, Chinese, and Middle Eastern cuisines, children were introduced to what each country eats and how it is cooked.

The camp broke down barriers for newcomers by enabling community members to learn more about the community they live in. It encouraged families from various ethnic and religious backgrounds to mingle, where they learned about traditions practiced in different countries.



8



Weeks

50



Parents & Children

STUDENT PLACEMENT FOR POST SECONDARY STUDENTS

Every year ACCT welcomes students from colleges and universities for placement programs. As part of the Canadian community, ACCT is committed to providing students with learning opportunities that align with our mission and values in working with the community and providing services for newcomers and any client who seeks our assistance. By providing orientation, training, and supervision, ACCT helps students build their work experience and gain skills to develop their confidence and self-esteem. Placements promote character building, refine interpersonal skills, and improve customer service skills.

This year we collaborated with George Brown College and Trent University to provide placements.



634



Hours
Completed

CANADA SUMMER JOBS (CSJ)

Canada Summer Jobs (CSJ) is delivered by Employment and Social Development Canada and falls under one of the Youth Employment Strategy program streams (Summer Work Experience). Providing quality work experience, CSJ enables opportunities for youth to develop and improve their skills, as well as to respond to national and local priorities to improve access to the labour market.

The program aims to provide flexible and holistic services to support all young Canadians to develop skills and gain paid work experience, in order to successfully transition into the labour market.

This year we had three great summer students at ACCT. They positively contributed to the work and gained actual work experience.

3



Positions

ACCT YOUTH

This year was a year of youth energy, enthusiasm, and innovation. We built on programs we introduced in the last fiscal year, like our Youth Drop-In and Media Art for Newcomer Youth. We continued our Homework Club and martial classes, and took youth on regular educational trips to attractions in Toronto like the CNE, Wonderland, and various museums. Before the pandemic brought in-person programming to a halt, we had introduced dabke classes to engage youth in culturally familiar activities. To promote youth ownership in activities, we continued meaningfully engaging youth in program planning. It was this, in concert with youths' eagerness to earn volunteer hours and build their resumes, that led to the genesis of youth-led activity at ACCT. This was a first for us.

Over 90 Youth Drop-In sessions, we supported the creation and execution of many of these initiatives. We consequently saw very high levels of youth engagement. At peak during the summer, we saw over 50 youth at ACCT per Drop-In. This was a big deal to us, because it told us that we had succeeded in creating a space for youth that was safe, fun, comfortable, and which encouraged youth to tap into their leadership potential, seize opportunities, and express themselves. Several of these youth-led initiatives are highlighted.

90



Drop-in sessions
for youth

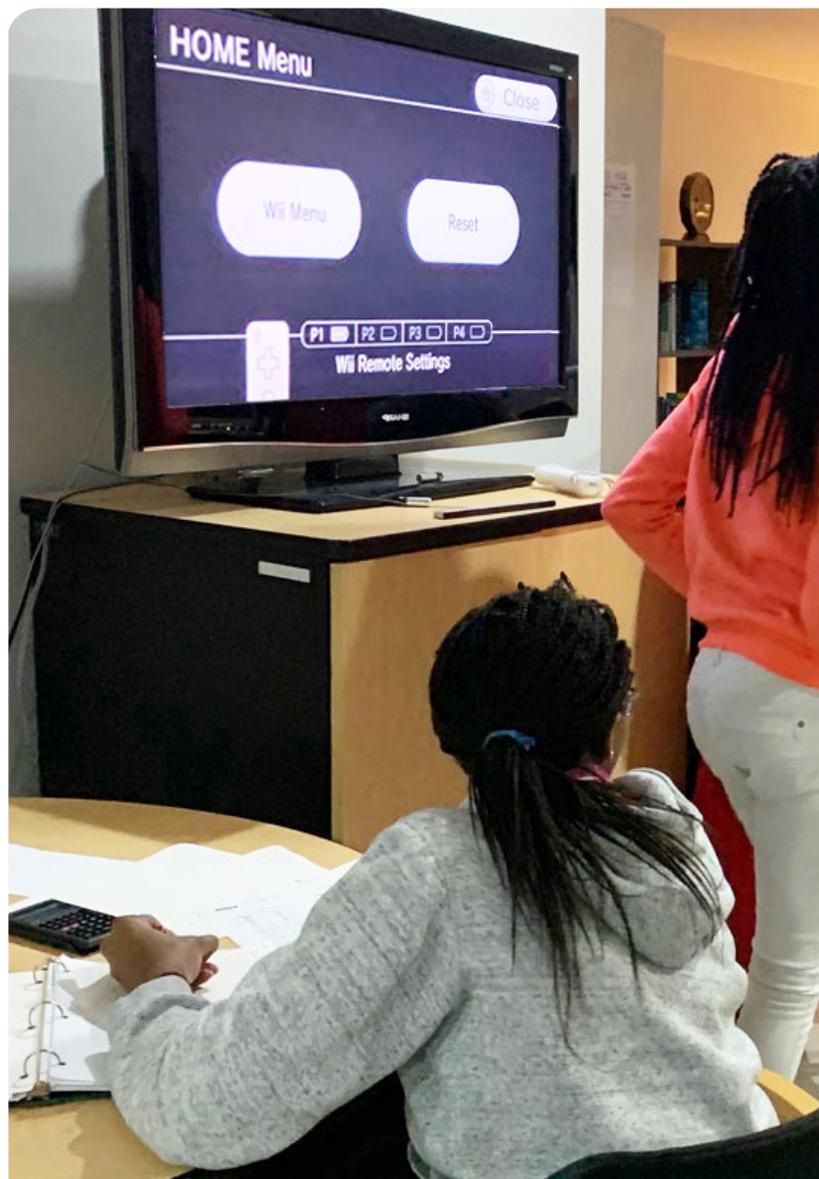
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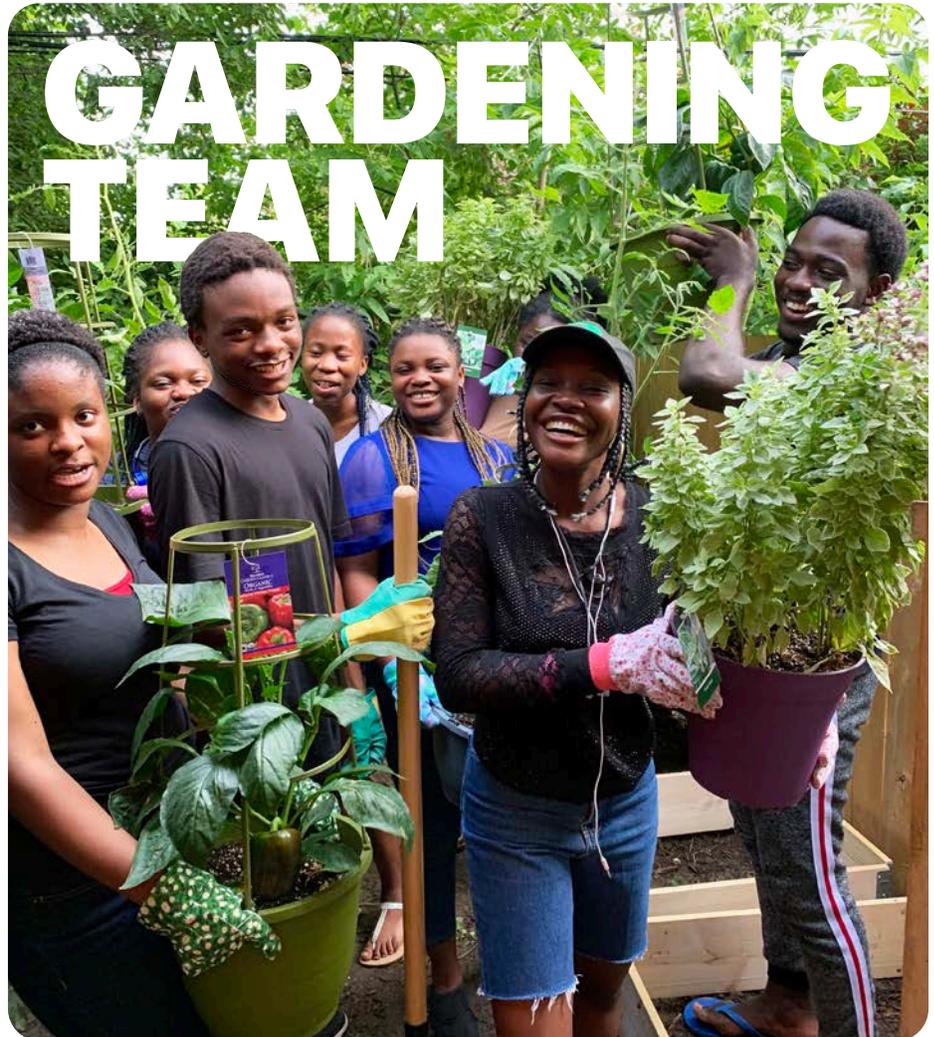


Youth
Participated

"ACCT is a place that you can hang out with your friends, get snacks, and relax. ACCT opens us to new opportunities. You meet new people. I didn't even know the place before, never heard of it, but it's a God-send. Staff helps us with resume writing, getting a work permit. ACCT welcomed us with open arms without even looking at our background, race. They believe in us and put all their faith in us. They are just amazing."

- 16 year old youth





In July 2019, a team of 9 youth converted our small backyard in the Scarborough office into a community garden. They determined a schedule of when they would come by the center to water plants, and slowly planted vegetables throughout the summer and fall.

"I had a great experience being the Gardening Team Lead over the summer and would encourage youth to form and participate in initiatives like this at ACCT. It's fun, productive, helps build team skills, and you get to take plants home at the end of the project!"

-18 year old youth

SPORTS FOR CONFIDENCE

Through the Kiwanis Play Grant, youth developed the idea of an 8-week, youth-led summer sports program that ACCT implemented in July and August 2019. Youth Leads organized weekly “meet-ups” for 50+ newcomer youth to play soccer and other sports in Wexford Park. Leads acted as peer-mentors in sports activities, playing matches, and helping each other improve sports-specific skills. The program culminated in a big catered celebration, where Youth Leads presented certificates, medals, awards like MIP and MVP, and jerseys designed by them! Youth leads earned 40 volunteer hours for their work in addition to honorariums of \$200.

“I felt really good as a Lead... It made me a better leader, a better person... It made me more committed because I kept having to show up for what I said I would do.”

-Marvel 14 year old youth



#GO ACCT YOUTH

Under the campaign #goACCTyouth, ACCT planned its participation in the Scotiabank Toronto Waterfront Marathon (STWM) as a leadership opportunity for youth. To tap into youths' leadership potential, ACCT asked youth to elect 6 Youth Ambassadors to participate in the race and raise money. Ambassadors formed teams with their peers to sell cookies, which they baked twice a week at ACCT. The youth received 40 volunteer hours for their contributions.

To prepare for the race, ACCT organized a youth running club once a week in the fall where counselors jogged with youth in the neighborhood. On October 20th, the 6 Ambassadors as well as ACCT staff and friends ran in the 5k sub-event of the Scotiabank race.



MANY-Media Art for Newcomer Youth

Media Art for Newcomer Youth (MANY) is our free summer media art creation program with Charles Street Video. Funded by the Toronto Arts Council and in its second year, the program taught youth photography and animation from culturally affiliated, multilingual artists over 14 classes and 40 hours of one-on-one mentorship in Scarborough. Critically, MANY supported youths' integration to Toronto by promoting: social connectivity to other youth and the arts community, meaningful engagement within Toronto spaces, capability for mental health through support besides counselling; by celebrating self-expression and self-representation; and acting as a leadership opportunity.

Ten youth from Syria, Nigeria, Eritrea, Sudan, and Egypt completed the program with projects that explore selfhood in the context of migration to and settlement in Canada. These projects were exhibited in I can better explain this way: Examining youth agency during settlement in Toronto at the Toronto Media Arts Centre from October 26 to November 3, 2019, where friends, family, and the wider community celebrated their accomplishments. Each youth received a professional fee of \$375 dollars for exhibiting their work in a group show.



Congratulations to :

Adnan Saffaf

Alma Hourani

Emmanuella Ewuruiigwe

Eniola Joy Adeoye

Fowzia Suleman

Hager Nanaa

Mohamed Abdu

Omar Ahmed

Philip Otuije

Precious Fikayomi

for completing the program, and
thank you for sharing your stories.



Success Story

Precious

Precious joined ACCT's youth program in March 2019 through our Youth Drop-In program. She quickly became engaged in leadership opportunities, like helping pick-up litter outside our center and cleaning up with other youth after sessions. She was among the first to volunteer for any opportunity that became available, and always wore a smile. In the summer, we selected her to be a part of MANY out of 70 applicants after she gave a strong interview for the program. For months, Precious worked to create a video about her migration journey to Canada, which told the story of her family fleeing Nigeria under threat of death for refusing female genital mutilation (FGM). Precious created the video to bring awareness of FGM's prevalence for girls like her, and how happy she is to have been afforded the opportunity to come to Canada. ACCT held a public exhibit of youths' projects from MANY at the Toronto Media Arts Centre in October, where her family expressed how proud they are of Precious' work. ACCT is also proud of the work Precious put into her project, and for her sustained engagement with us. It was a privilege to have worked with her. Way to go Precious!

PEOPLE *of* THE BOOK

— *Christiannity* — — *Islam* — — *Judaism* —

The prophets of all Abrahamic faiths call their followers to live together, cooperate for good purposes, and to support each other. However, due to a lack of understanding for one's religion, as well as the religion of others, the original peaceful belief is so often misinterpreted. Through misguided acts of faith, the world we live in is rife with brutality waged on one people by another.

Held in the beautiful venue of Bloordale United Church, *People of the Book* aimed to encourage understanding of Canada's cultural and religious diversity. Over three panel discussions on Judaism, Christianity, and Islam, as well as a panel that discussed the faiths together, the project generated an opportunity for positive interaction and understanding among faith communities to work towards a socially cohesive society.

People of the Book accommodated 100 participants of different ages, cultures, and faiths, including Jews, Christians, and Muslims. The events facilitated the interaction of people from different faiths through intellectual conversations with the speakers and in constructive dialogues with one another.

Fostering interfaith understanding, *People of the Book* promoted intercultural understanding through an interfaith lens.



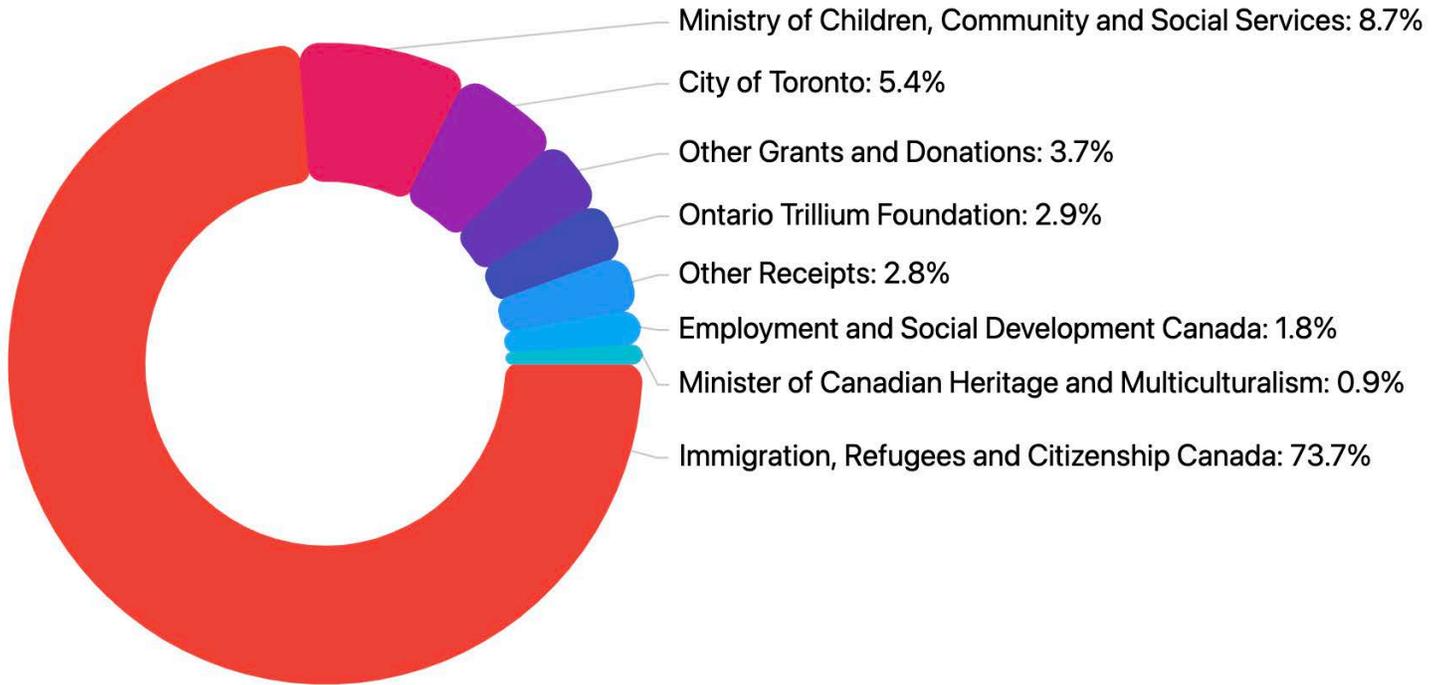
Capacity building for grassroots groups

Eastmall Steering Committee & Black New Youth in the 6ix

As a trustee organization, ACCT provides mentorship to grassroots groups. This year we continued building the capacity of the Eastmall Steering Committee (EMSC), a Somali youth grassroots group that aims to increase information resources and leverage opportunities for youth residents at a Toronto Community Housing community in Toronto. This year, EMSC carried out the second year of a Somali mentorship program that pairs Somali youth with Somali professionals in their fields of interest. This year we also supported the launch of a community safety project by Black New Youth in the 6ix (BNY6), a youth grassroots group of Nigerian youth that grew out of our Drop-In program. Through the perspectives of youth, the project aims to improve living conditions in Toronto refugee shelters and will continue next year.



Revenues



REVENUES

Immigration, Refugees and Citizenship Canada	\$1,599,546	73.7 %
Ministry of Children, Community and Social Services	\$189,127	8.7 %
City of Toronto	\$118,282	5.4 %
Other Grants and Donations	\$81,122	3.7 %
Ontario Trillium Foundation	\$64,004	2.9 %
Other Receipts	\$60,349	2.8 %
Employment and Social Development Canada	\$38,810	1.8 %
Minister of Canadian Heritage and Multiculturalism	\$20,138	1.0 %

TOTAL REVENUES

\$2,171,378



Expenses

TOTAL EXPENSES

\$2,140,738



EXCESS OF REVENUES OVER EXPENSES

\$30,640



Based on Audited Financial Statements for Fiscal Year 2019-2020

Collaborations & Partnership

ACCT works with partners across faiths, cultures, and languages that share our values to achieve better lives for our clients and their recipient communities. Together, we build skills, generate knowledge, contribute to economic empowerment and participation, social inclusion, strengthen families, and facilitate adaptation and integration of clients for better communities and a functional, inclusive, multicultural Canada. Our work with partners from various sectors and backgrounds is central to the wellbeing of our clients.

Some of our partnerships and collaborations: Supporters-Partnerships



Possibility grows here.



Pop-up gathering places in the Privately-Owned Public Spaces (POPS) of strip mall parking lots

Jasad Dance Projects

City of Toronto Solid Waste Management Service.

IIN-Investing in Neighbourhoods.



Neilson Park Creative Centre





Staff Appreciation

We thank our staff for all the services they provide our clients. You are an essential to all the work we carry out at ACCT. We also extend our congratulations to staff celebrating a staff anniversary this year.

Special congratulations goes to Muna Butros who has been working with ACCT for the past twenty-eight years. Muna received a certificate for outstanding services from MP Boris Wrzesnewskyj in June 2019.

Donations

We thank Tzu Chi Foundation Canada for their continued support to ACCT. A Taiwanese international humanitarian and non-governmental organization with over 10 million members worldwide, Tzu Chi is operated by a wide network of volunteers across the globe.

This year Tzu Chi volunteers helped to add a smile to our client's faces by providing Ramdan food bags full of basic necessities like rice, oil, sugar, and lentils, as well as new clothes to celebrate Eid. Tzu Chi also visited our offices at the start of the school year, and provided children with new school bags and toys.

2



Events

180



Clients



Volunteering

We thank all our volunteers who work with us throughout the year. Volunteers help ACCT implement many of its duties, be it sitting at the reception desk greeting clients, assisting in translating documents, or supporting programming. Our volunteers are critical in helping our clients with interpretation at doctor appointments and parent-school meetings. Thank you.

60



Total number of volunteers

"Volunteering with ACCT helped me get out of the house. Where I accompany clients in their medical appointments in clinics and hospitals to interpret for them. I am content when I give back to the community I am in."

-ACCT Volunteer

Success Story

Manal

Manal is a newcomer to Canada who landed in Toronto in 2018. She got to know about volunteering at ACCT when she first arrived through one of our counsellors and has since volunteered in the Scarborough office almost on a daily basis. Taking care of reception duties, organising our file cabinets, and joining our workshops and information sessions- Manal is indispensable to us.

"Volunteering at ACCT taught me many new things besides developing my skills. The most important thing I learned was the importance of Volunteering and paying it forward."

- Manal

Funders



Funded by Immigration, Refugees and Citizenship Canada

Financé par Immigration, Réfugiés et Citoyenneté Canada

Funded by the Government of Canada

Financé par le Gouvernement du Canada



Employment and Social Development Canada
Emploi et Développement Social Canada



Ontario Trillium Foundation



Fondation Trillium de l'Ontario



The Law Foundation of Ontario



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