

# ANNUAL REPORT 2017-2018



ARAB COMMUNITY  
CENTRE OF TORONTO



مركز الجالية  
العربية في تورنتو

2017-2018

# ANNUAL REPORT

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# ACCT Message



HOW WE ARE PLANTING SEEDS OF CHANGE  
IN THE SPIRITS OF OUR CLIENTS.

## From Board President & Executive Director

The 2017-2018 fiscal year has been a time of great change at the Arab Community Centre of Toronto (ACCT). We are providing more services than ever, expanding and adapting our programs to meet the changing needs of the communities we work with. Our staff, students and volunteers continue to grow, innovate and expand our partnerships and engagements, bringing fresh perspectives to keep pace with the ever-changing field of (re)settlement.

Working within a social justice framework, we are dedicated to inclusion and committed to the lives of the people we work with. In the spirit of sharing best practices, expanding resources and building capacity, this year we collaborated with many individuals and organizations on exciting new projects that emphasize the work we do and the diverse voices of newcomer communities we serve. We utilized new approaches to both ongoing and emerging issues and prioritized (or focused on) more meaningful and long lasting impact. The ACCT is beginning a new chapter with our new Scarborough office becoming a buzzing activity hub, our youth programs are undergoing exciting transformations, to the vibrance of Walima, a program with socio-economic impact tailor-made to fit the needs and ambitions of limited income, newcomer women. This report showcases the new and innovative efforts, energies and achievements we are all so proud of.

Sadly, this year we were also shook by a heartbreaking tragedy. In March, we grieved the sudden loss of one of our valued staff members, Asim Osman, one of our Youth Counsellors. An extraordinary genuine, kind-hearted, and hard-working young man, Asim had been part of the ACCT family for the past five years. He always went above and beyond what was expected of him, and we continue to build and do our work in loving memory of his giving spirit.

This year was our 46th year of serving newcomers across the Greater Toronto Area. We would like to sincerely thank all our partners and sponsors for their kind, generous and continued support. We could not do what we do without them. We also extend a heartfelt thank you to our many volunteers: we rely on you to support our work and for this you are part of the ACCT family. Finally, thank you so much to our dedicated staff, the leadership of our wonderful Board of Directors, and our funders.

**Rania Younes**  
**President**

*Jan 2018-Present*

**Abdallah Snobar**  
**President**

*April 2017-Dec 2017*

**Huda Bukhari**  
**Executive Director**

# Board of Directors

April 2017-April 2018



**Rania Younes**  
**President**

Jan 2018-Present

“Rania Younes holds inspiring and motivating ability which crafted 20 years of her progressive market research and marketing experience. Under her belt she has 7 years of experience on social justice and economic opportunity while working with various NGOs and her role as Programs Director at the Canadian-Arab Institute.

Rania is the co-founder of the grassroots initiative WelcomeHomeTO that works closely with local community groups to bring attention to their settlement challenges. She also co-founded a professional networking organization with a mission to empower newcomers through professional development programs. She is a mother of three and is equally as involved in their education as much as she is committed to her career.



**Abdallah Snobar**  
**President**

April 2017-Dec 2017

“Abdallah Snobar is the Executive Director of the DMZ, a leading tech accelerator that helps high-potential startups scale to world-class businesses and pushes Canadian innovation to the forefront. Under his leadership since 2015, the DMZ was named the number one university-based incubator in the world by UBI Global, and opened its first U.S. office in New York City.

Abdallah also held roles at Ryerson University, the Canadian Armed Forces, Fairmont and Marriott Hotels and Resorts and co-founded a non-profit foundation in Kenya. He's an avid community builder with a longstanding history of working with marginalized and undeserved communities at home and abroad. He is a board member with the Ontario Trillium Foundation, and a member of the Forbes Tech Council.



**Mohamed Hamouda**  
**Vice President**



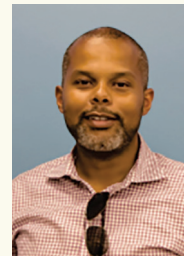
**Fathi Abu-Farah**  
**Treasurer**



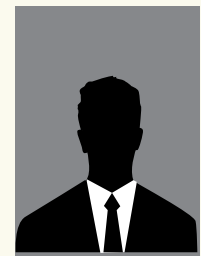
**Malika Mounir**  
**Secretary**



**Ahmed Afheel**  
**Member**



**Osman Hamid**  
**Member**



**Richard Szudy**  
**Member**



**Sarah Razzouk**  
**Member**

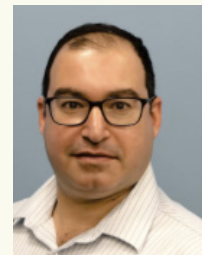


**Shirin Mandani**  
**Member**



**Jihad Aliweiwi**  
**Secretary & Treasurer**

Term ended Dec 2017



**Said Henry**  
**Member**

Term ended Dec 2017

# About Us



The Arab Community Centre of Toronto (ACCT) was established in 1972, and became a non-for-profit organization in 1974. ACCT's mandate during the early years was to serve all Arab Canadians residing in Canada. However, due to growing needs of vibrant communities for settlement and social services, ACCT expanded its outreach and services in the last two years to include more than **10,718** newcomers of all ethnic and religious backgrounds **47.5%** of which are females. ACCT advocates for self-sufficiency and cares about the well-being of its clientele. This is achieved through clients' empowerment and through providing them with innovative programs and services that best meet their changing needs. This couldn't be done without the support and efforts of our funders, donors, partners, team members and volunteers.



## OUR VISION

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



## OUR MISSION

The Arab Community Centre of Toronto (ACCT) strives 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 and service to those in need of every heritage.



## OUR VALUES

At the ACCT, we are committed to:

- ◆ Working within a **social justice/anti-oppression** framework that demonstrates our **respect** for newcomers and the broader community of individuals who seek our services;
- ◆ Recognizing our board, staff, and volunteers as individuals who are **client-centered** and results oriented;
- ◆ Being **accountable**;
- ◆ Engaging in **continuous learning** and **improvement** to incorporate best practices and remain responsive.



# ACCT Team

37

“

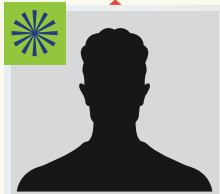
We would like to thank the **ACCT** staff for all their hard work and for going above and beyond all expectations to provide support and services to our clients and with our partners.



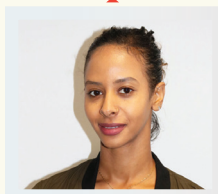
**Huda Bukhari**  
Executive Director



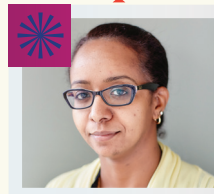
**Zeena Al Hamdan**  
Programs Manager



**Davaadorj Sengee**  
Grants Developer



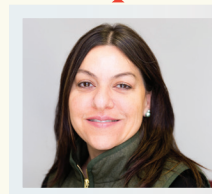
**Ebti Nabag**  
Project Coordinator



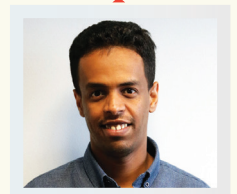
**Elham Nabag**  
IT Support



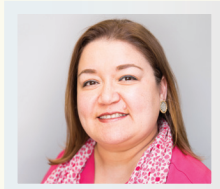
**Ferdie Alvarez**  
Bookkeeper



**Nermine Zohdy**  
Community Liaison  
Counselor



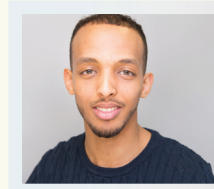
**Osman Hassen**  
IT Consultant



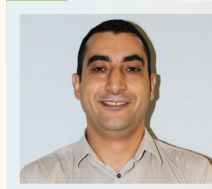
**Rasha Mehyar**  
Social Networking  
Facilitator- Women



**Hebah Emran**  
Volunteer Coordinator  
Assistant



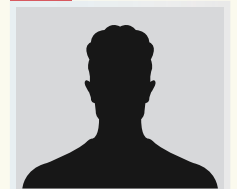
**John Yohannes**  
Project Coordinator



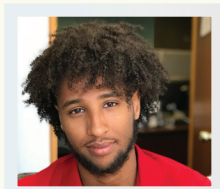
**Sadek Laajimi**  
Administrative Assistant



**Samar Hayder**  
Volunteer Coordinator



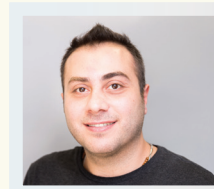
**Yasser Badin**  
Intake Assistant



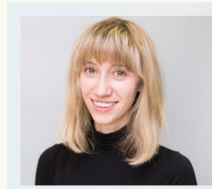
**Omar Ainanshe**  
EMSC Project Coordinator



**Asim Osama**  
Youth Counselor



**Daniel Jabbour**  
Youth Intake Counselor



**Kasia Knap**  
Social Networking  
Facilitator Youth






**Mari Kozak**  
Youth Counselor



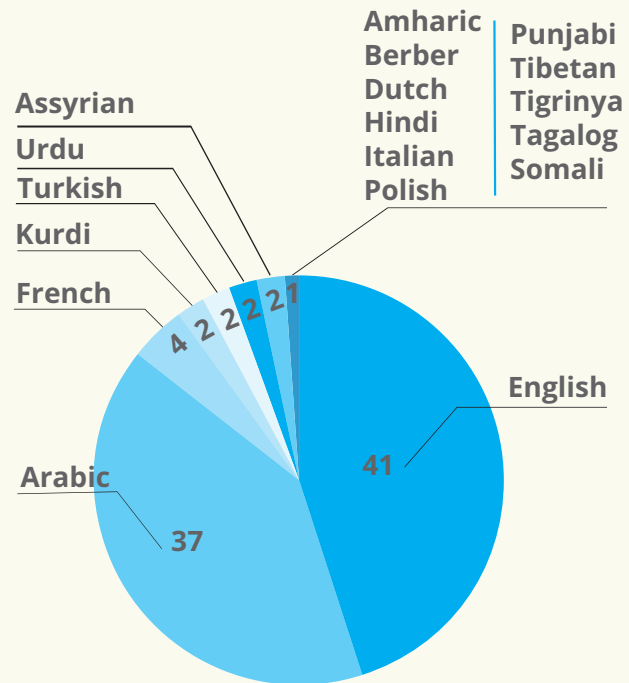
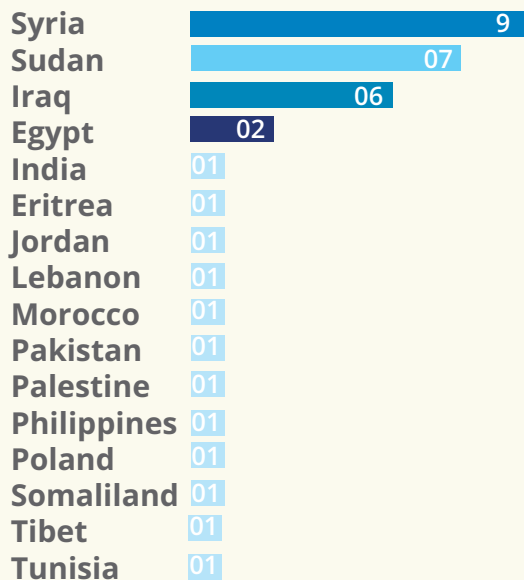
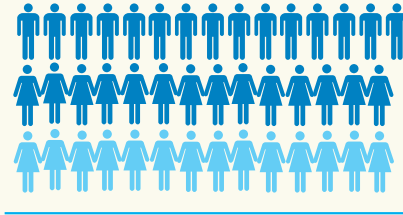
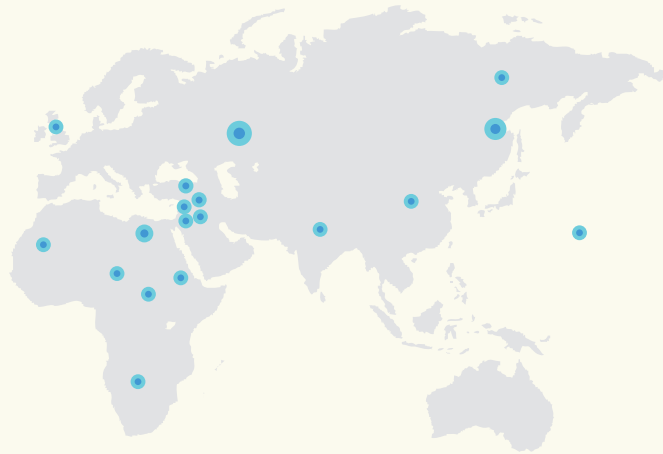
**Rola Jarjour**  
Youth Counselor



# Settlement Counselor

					
<b>Armen Seroup</b> Settlement Counselor	<b>Ismail Elnour</b> Settlement Counselor	<b>Khalid Guiliana</b> Settlement Counselor	<b>Kholoud Khafaja</b> Youth Program Assistant	<b>Loe Alמושly</b> Settlement Counselor	<b>Lodi Awad</b> Settlement Counselor
					
<b>Lubna Shaban</b> Settlement Counselor	<b>Maysoon Alrawi</b> Settlement Counselor	<b>Mohammad Naseem</b> Settlement Counselor	<b>Muna Butros</b> Intake Counselor	<b>Mustapha Moughallab</b> Settlement Counselor	<b>Najat Mansur</b> Settlement Counselor
					
<b>Roula Ajib</b> Trauma Counselor	<b>Taghrid Abdulrahim</b> Disabilities Counselor	<b>Zainab Shebeita</b> Settlement Counselor	<b>Sally Ishag</b> Administrative Assistant	<b>Shadi Shami</b> Community Engagement Counselor	<b>Raj Chaka</b> Accountant
					<ul style="list-style-type: none"> <li> Maternity Leave</li> <li> Position Ended</li> <li> Deceased</li> <li> Resigned</li> </ul>
<b>Darin Saeed</b> Summer Student	<b>Samaa Kazerouni</b> Summer Student	<b>Thea Z. Alvarez</b> Summer Student	<b>Sarah Hamad</b> Summer Student	<b>Nudrat Karim</b> Student Placement	

# ACCT Team Diversity



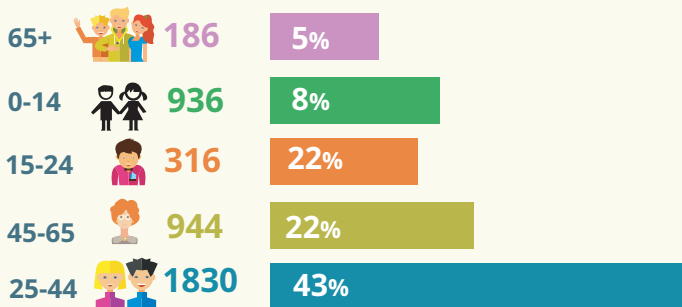
Languages Spoken

# Our Impact & Outreach

## TOP TEN COUNTRIES OF ORIGIN

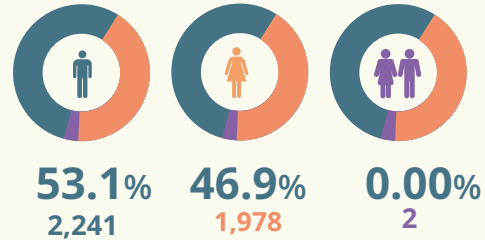


## AGE GROUP



## CLIENTS BENEFITTING FROM OUR SERVICES

4,221



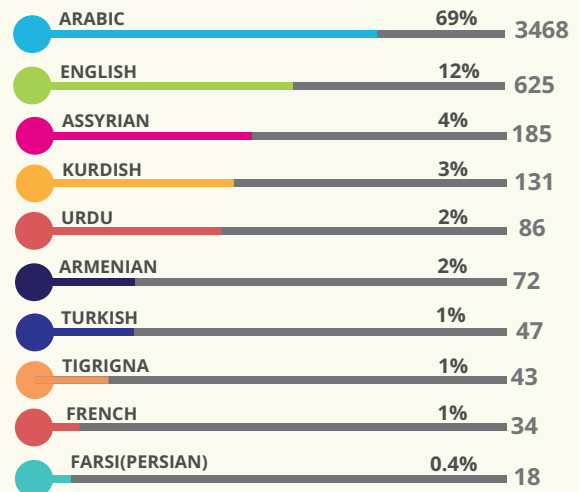
## PERSONS WITH DISABILITIES SERVED

183

52.5% are

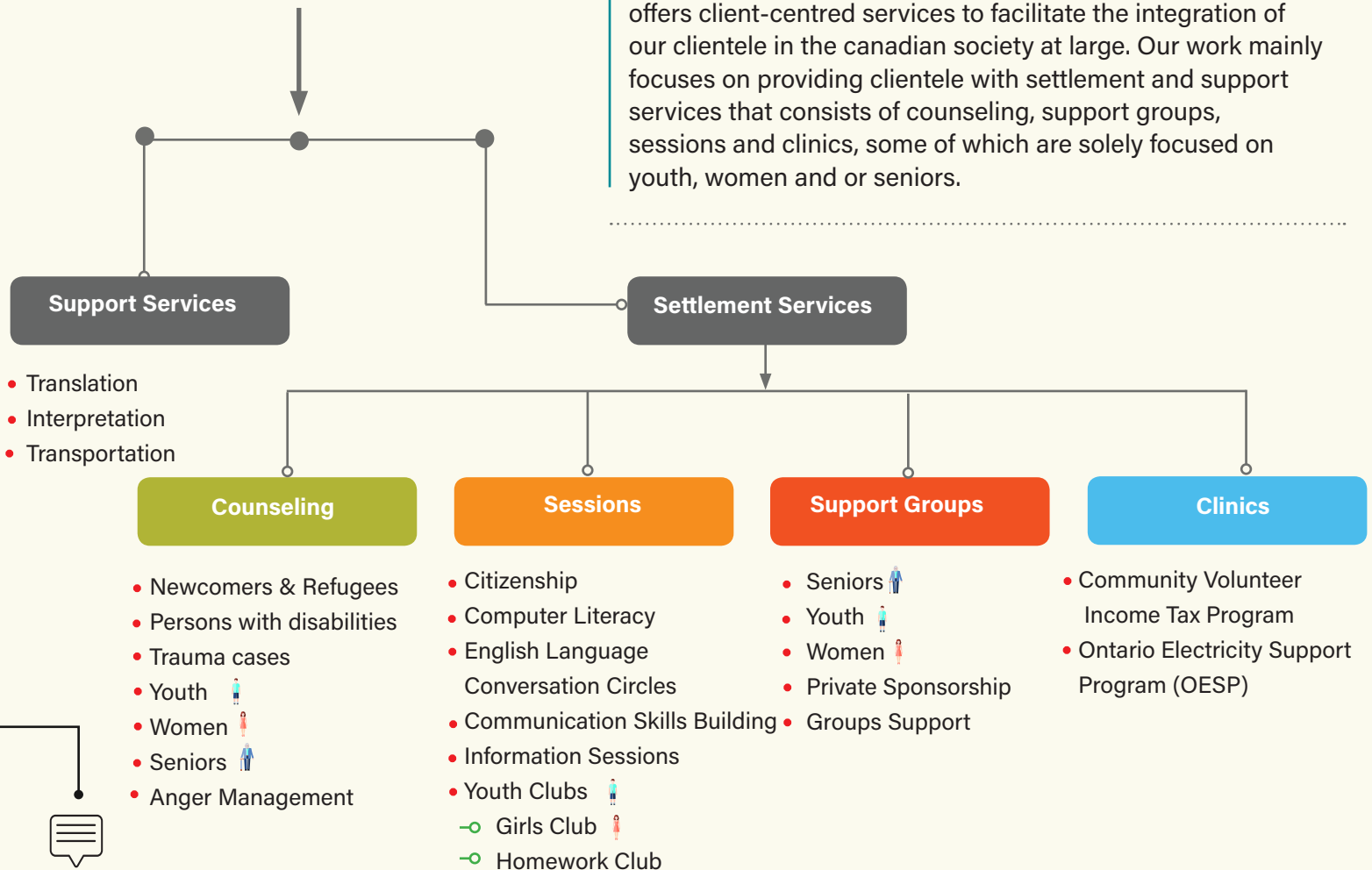


## TOP TEN LANGUAGES



# Our Services

We envision the ACCT as a principal community hub that offers client-centred services to facilitate the integration of our clientele in the Canadian society at large. Our work mainly focuses on providing clientele with settlement and support services that consists of counseling, support groups, sessions and clinics, some of which are solely focused on youth, women and or seniors.



## Spotlight on

### Private Sponsorship Groups Support Sessions:

As of the end of January 2017, **40,081** Syrian refugees resettled under the Syrian Resettlement Model. Today, Canada remains the only country across the world that has a private refugee sponsorship program where the community is directly involved in the resettlement of refugees from abroad.

## Spotlight on



Supportive social networks and service provider organizations like the Arab Community Centre of Toronto play an essential role in facilitating the Integration of Syrian refugees in the Canadian society.

Over the past two years, and with the great support of our donors, funders and partners, the ACCT has been able to build a network with and provide

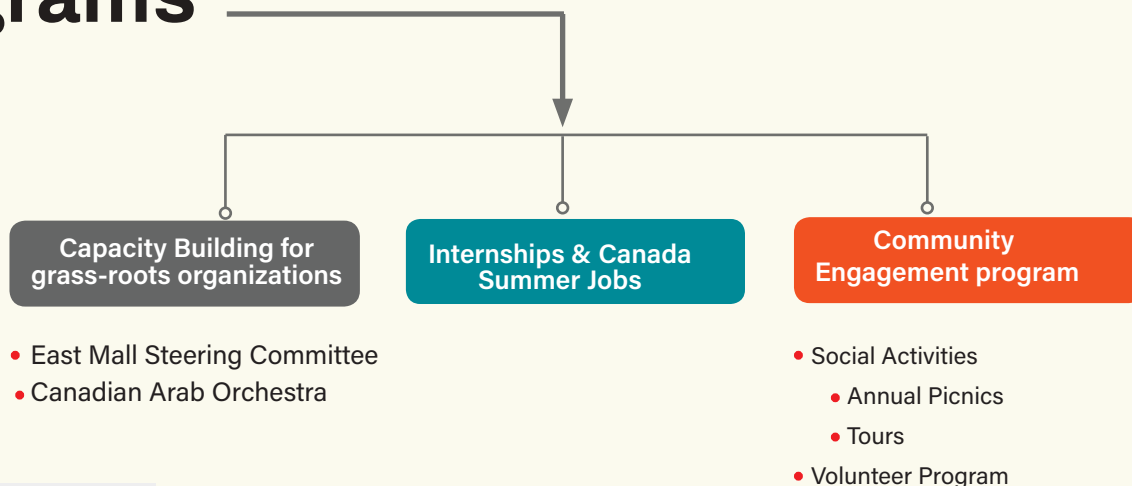
services to approximately **241** sponsor groups. Amongst these services were a set of interactive information sessions discussing several topics including but not limited to:

- Month 13
- Employment
- Education
- Health
- Managing expectations
- Importance of clear communication between the sponsor and the family sponsored.



*“The biggest relief for me at ACCT was being able to express my feelings clearly.”*

# Our Programs



Acknowledging the importance of community engagement, capacity building and community empowerment, ACCT, through its programs works at three fronts. Through the first front, ACCT offers students with Internship & Canada Summer Jobs to help students develop professional skills in the settlement field. The second program is derived from ACCT's lead role in supporting grass-root organizations. The third program focuses on community engagement whether through ACCT social activities or through ACCT's volunteers program which is considered to be the backbone of ACCT's work. In the past fiscal year, volunteers spent **7663** hours of service assisting ACCT in providing targeted services to our newcomer community. Therefore, our volunteers' dedication and contribution were celebrated at the **Volunteer Recognition Day** held on April 27th, 2018 at ACCT head office. Each volunteer received a certificate of appreciation for his/her efforts and support.



## Spotlight on

### Capacity Building of grass-root organizations - East Mall Steering Committee:

In order to address the legacy of forced migration, ACCT - as of January 2017- entered into a trusteeship with the East Mall Steering Committee (EMSC), a grassroots Somali group that facilitates capacity building opportunities for youth and adults in their community.

We collaborate on projects together and serve as a hub and resource for the EMSC.

## East Mall Steering Committee **emsc**



**Omer Ainanshe**

Omer Ainanshe is a Business student and the Executive Director of the EMSC. With inspiring energy and enthusiasm, Omer has been actively involved with the ACCT since January 2017, working with staff to write proposals and initiate exciting projects for the youth involved in EMSC.

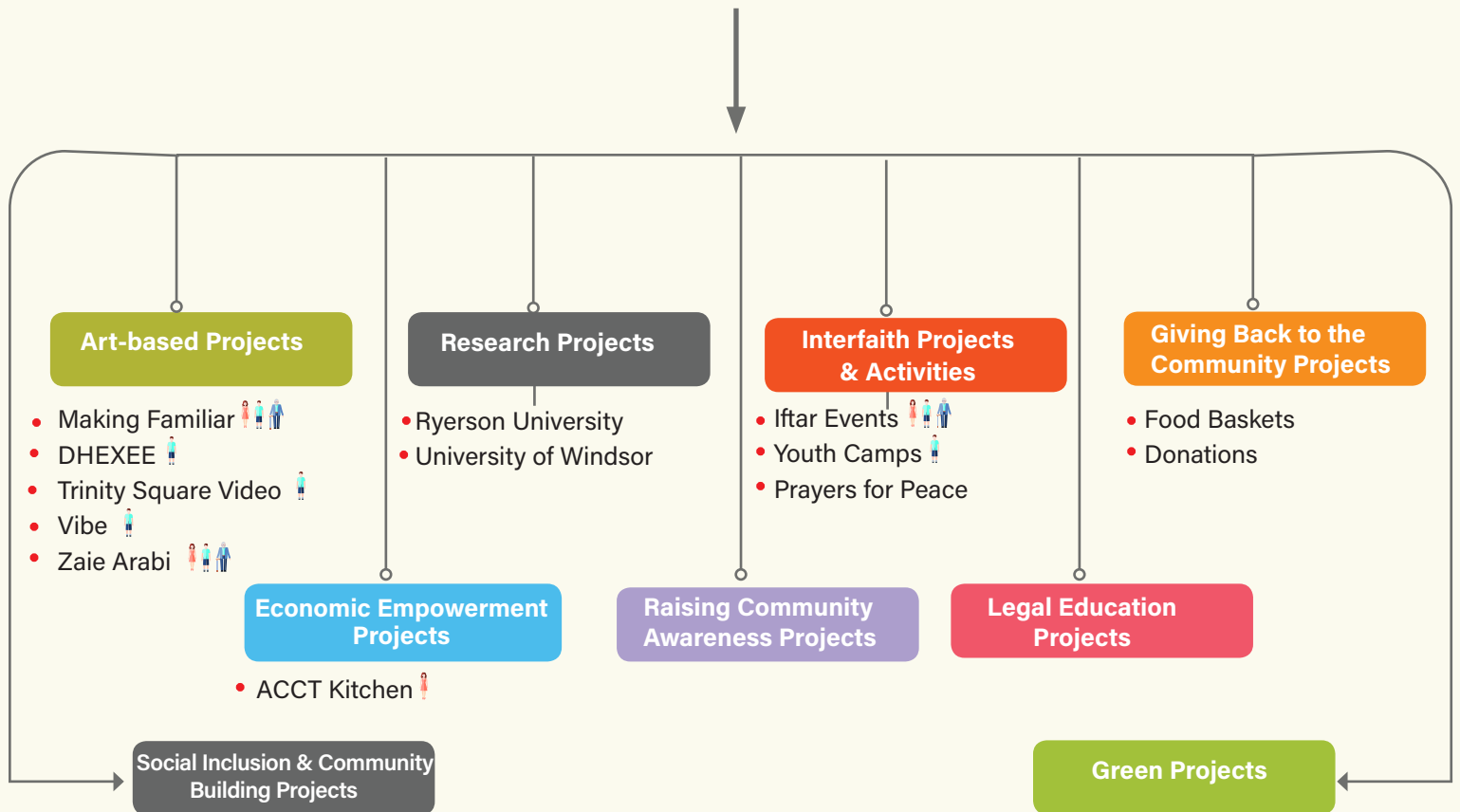


**Guled Isse**

Guled Isse is a Civil Engineering student and the Vice President of the EMSC. A strong advocate for the Eastmall Somali community, he is interested in the intersection of social justice and city planning. Guled was the Youth Facilitator for Dhexe ee: Somali experiences of community space in the Eastmall, Etobicoke.

“ACCT makes me feel confident.”

# Our Partnerships & Joint Projects







For more tangible and widespread impact and success, ACCT is always keen to work with new and existing partners on joint projects that vary in nature, target audience and scope of work based on the needs and interests of our clientele & as per following categorization:



- Research Projects
- Art-Based Projects
- Legal Education Projects
- Raising Community Awareness Projects
- Interfaith Projects & Activities
- Giving Back to the Community Projects
- Economic Empowerment Projects
- Social Inclusion and Community Building Projects
- Green Projects



## Spotlight on

### Art Based Projects:

Art-based approaches can be an effective and meaningful ways of engaging communities on issues that are important to them. This year, we collaborated on many art-based projects that emphasized the voices of youth and seniors, including:

- **Making Familiar:** Perceptions of Belonging in Syrian Newcomer Youth in Toronto  
Conducted over a period of two months (June-August 2017) four Syrian newcomers took part in a two-week participatory photography research project on their perceptions of belonging and what is important to them. The project culminated in an exhibition at Charles Street Video with the youths' photographs.
- **DHEXEE:** Somali experiences of community space in the Eastmall, Etobicoke  
DHEXEE- meaning "in the middle" in Somali- is an intergenerational participatory project that brought together Somali youth and adults residing at the East Mall Toronto Community Housing Complex in Etobicoke to showcase and exhibit their Somali experience of community space. Twelve photographs were featured at the exhibition and took part at the 2018 Myuseum of Toronto Intersections Festival: Arrivals and Departures.
- **Zaie Arabi:** Zaie Arabi was a photography and video installation created by Arab youth and senior women that prompted an intergenerational conversation about tradition. The photographs and videos speak to the heritage of Arab newcomers coming to Canada and their contribution in enriching the cultural mosaic.

## Spotlight on



### Economic Empowerment Project

#### ACCT Kitchen Project:

Acknowledging the importance of women empowerment through promoting the notions of self-reliance, entrepreneurship and income generation, the ACCT launched its pilot project “ACCT Kitchen” in partnership with Roncesvalles United Church on March, 2017. With the participation of **20** women from the community, the Kitchen turned into a fun and healthy space where newcomer women addressed pre-migration trauma with the counseling team, gained financial independence and enhanced their English language while interacting with each other. This was achieved while serving Middle Eastern food to their clients. The Kitchen operated every Friday from 10:00 AM - 06:00 PM and lasted for a year.



“ACCT gave us access to information and services needed to settle down in Toronto.”

## Spotlight on



### Interfaith Projects and Activities

To foster a sense of belonging, reach out to other communities and offer opportunities for newcomers to socially connect with the larger community, the ACCT engaged in a number of interfaith projects and events:

- To honour the fallen victim of the Quebec mosque shooting, the ACCT in collaboration with Islington United Church, hosted a Prayers for Peace Event attended by a representative from the Quebec mosque and 120 other local community members.
- In partnership with Islington United Church, ACCT organized a 4-day camp program for more than 20 of its newcomer youth (ages 11-17) and their peers from the larger Canadian Community. The main focus of this camp is to encourage youth to interact with each other, acquire leadership skills, have an inter-faith dialogue and appreciate the diversity of the Canadian community at large. They learn this through connecting with nature, conducting fun activities and playing sports.



# Success Stories

## STORY 1

### LGBTQ Quandary: From dead body to pursuing dreams of becoming an author

Imprisoned, tortured, considered dead and thrown with a pile of dead bodies, 38 year old fled from Syria to neighboring countries to experience further physical assault.

With zero knowledge in English language the client arrived in Canada to start a new life. Unfortunately, he suffered from lack of communication and interpersonal skills. Inappropriate professional support added further misery and isolation.

The client came across ACCT and found it a culturally appropriate service provider speaking in Arabic. In support with ODSP (Ontario Disability Program) and ACCT the client received trauma counselling needs along with food, clothing, shelter, and transportation assistance, basic and English language learning skills.

Configured with a new set of plan, the client is now positively connected with Arabic LGBTQ support group and all set to start English classes. Already stepped into a new life, the client shared with ACCT the passion for writing and dreams of becoming an author and advocate for the LGBTQ and all the marginalized and vulnerable people.



*I already started writing again. ACCT will be the highlight of my experience while settling in Canada.*

## STORY 2

Originating from Syria, she spent a few years in Lebanon before moving to Canada with her family during 2017. Traumatized since childhood and inundated with low self esteem, fear and stiffness was her prime foe which stopped her from flourishing in life. Despite having boundless inner qualities- her low self esteem and fear to initiate concealed all hopes. This created a horrific impact on her psychological, social and personal life, which gave rise to severe health problem related to stress.

"I feel my dreams about life were ruined during my childhood then things got worse again during my youth age, and after living a long dreadful life, I was on the right track to put an end to the dreams of my children as well. But, something good happened to me when I came in touch with ACCT. I burst out my inner misfortune and distress to this person at ACCT. I was listened to, guided, nurtured and encouraged in a best possible way. Then I felt a soothing transformation in my life. It was comforting and pacifying. Life is better since then, my children have joined school, which I skipped during my childhood. I joined Basic English classes, and trying to convert my love and passion for planting vegetables and flowers, sewing and fashion designing into life supporting income generation earning skills. I am slowly growing into a confident entrepreneur now."



*I will recommend ACCT to newcomers without any hesitation.*

# Acknowledgement

The ACCT Board of Directors and Executive Director would like to acknowledge the contributions and support of our respected government, donors, funders and partners. Without their support, our work would not be possible.

Abdullah Alzahrani  
Adonis Supermarket  
Agha Khan Museum  
Al-Qazzaz Foundation  
Allied ACPs  
Amal Foundation (Quick Response Security Inc.)  
Ann McKenzie  
Anonymous  
Brampton Islamic Centre.  
CHUM Fund  
Canada Helps  
Canadian Arab Institute  
Canadian Arab Orchestra  
Canadian Council of Citizenship  
Canadian Online Giving  
Charles Coffey  
Crown Pastries  
Dalhousie University  
Dwarka Mahadeo  
Elite Home Realty Inc.  
Eyad Kattini  
Fathi Abu-Farah  
Google  
Islington United Church  
Janet Petrie

Jehad Aliwewi  
Kids Up Front  
MabelleArts  
Maple Lodge Farms  
Nargis Isphani  
Nona L. Macdonald  
Patrick Bromfield (Bromfield Reno)  
Philip Cheifetz  
Roncesvalles United Church  
Roncesvalles United Church  
Royal Auto Collision  
Royal Ontario Museum  
Ryerson University  
Science Centre  
Social Planning Toronto  
The Body Shop Canada  
The Revue Cinema  
Together Project – Tides Canada  
Tri-Church Refugee Alliance, c/o Kingsway Lambton  
Tzu Chi Foundation.  
United Church  
United Way  
University of Windsor  
York University



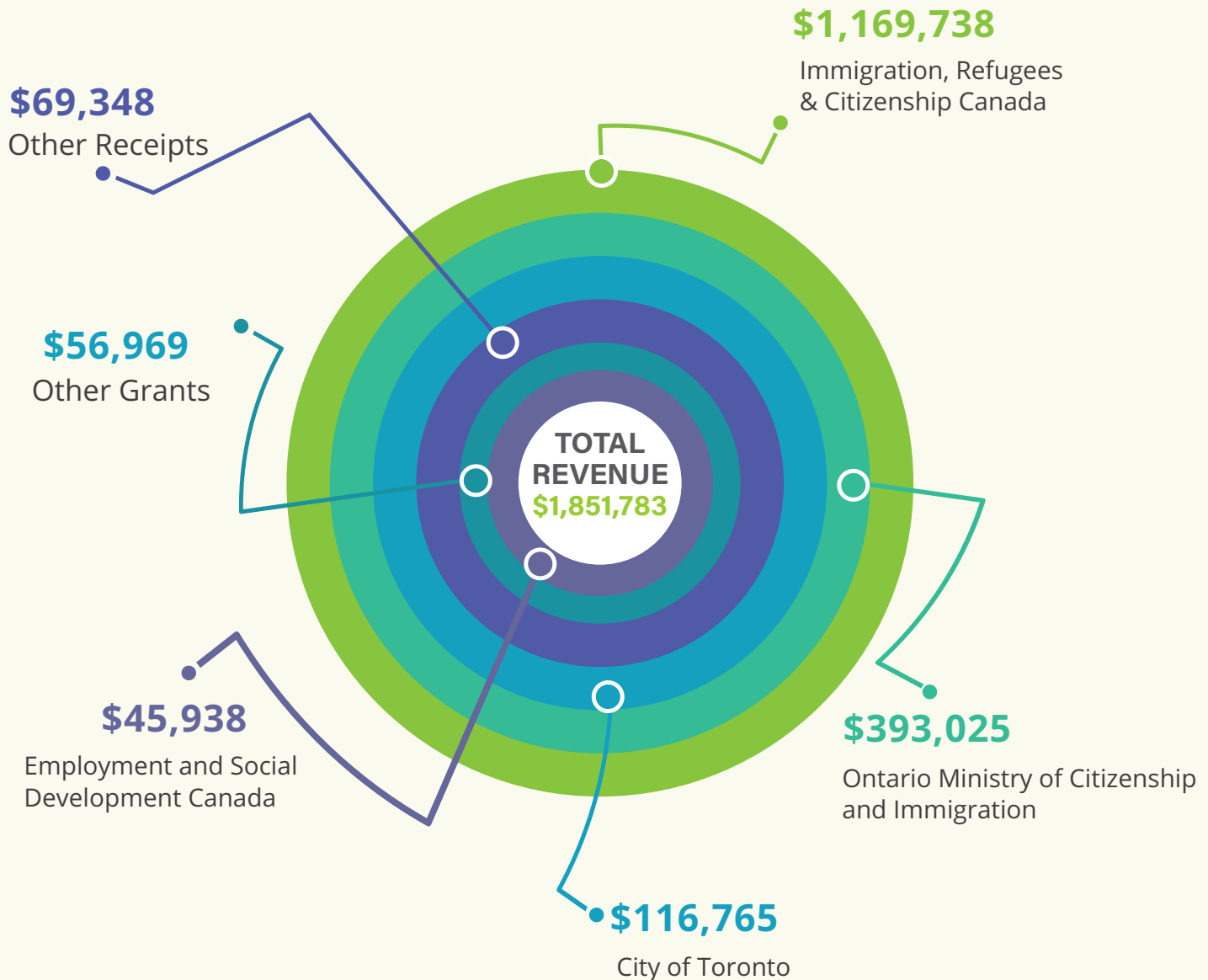
Funded by  
Immigration, Refugees  
and Citizenship Canada

Financé par  
Immigration, Réfugiés  
et Citoyenneté Canada

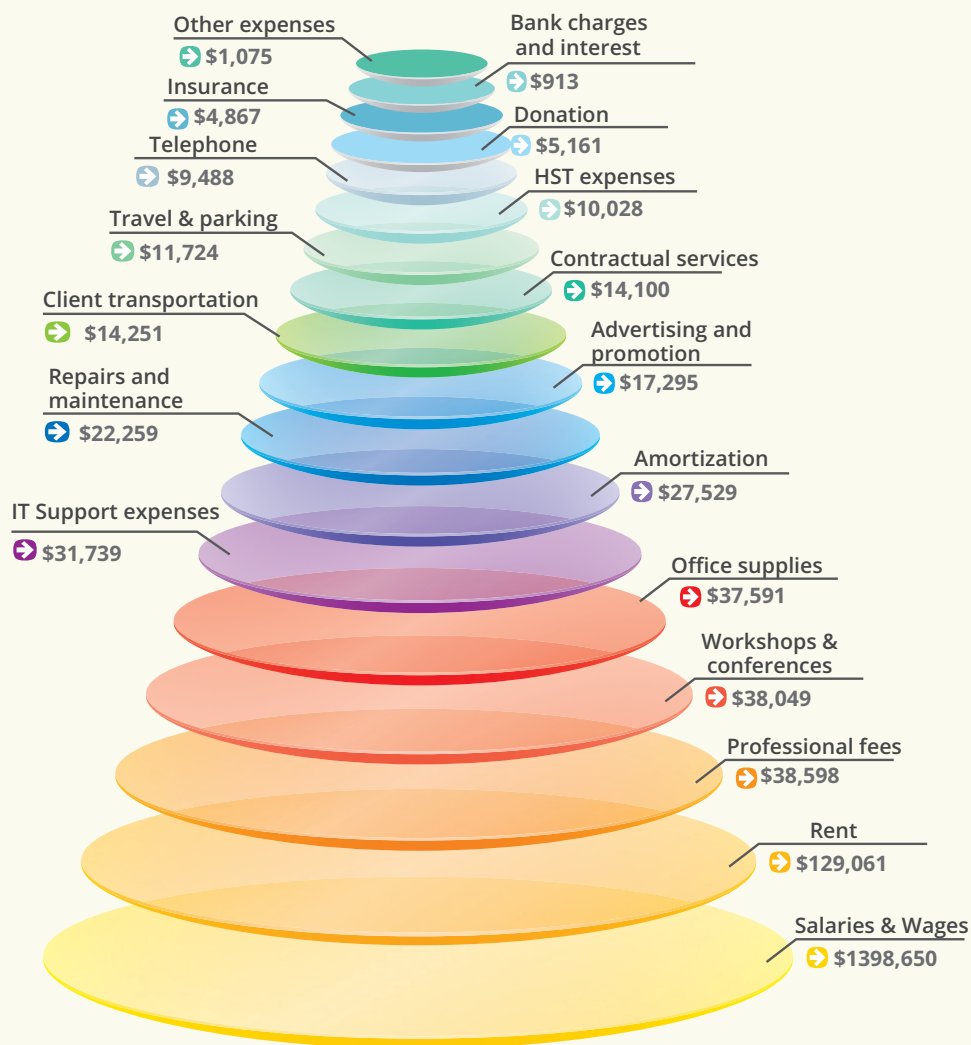


# Financial Statement

## Revenue



# Expenses



**Excess of revenues over expenses \$39,405**

# ACCT in Pictures



45th & Thanksgiving Celebration



Multi-Faith Youth Camp



Youth March Break





Canada 150 Celebration



Sampling Night Henna



Thanksgiving Event



AGM 2017



TD Picnic



Cleaning Broadacres Park 2017

# ACCT Members

From July 2017 - March 2018

Ahmad Abouisteite	Dr.Omar Sahan	Magdi Hassouna	Richard Szudy
Ahmed Afheel	Essam Bouji	Magdy Salama	Rima Alnazer
Aida Graff	Farid Al-Kufaishi	Maha Tawash	Said Henery
Al Athameen Hisham	Faten Tayara	Malika Mounir	Sarah Bukhari
Al Raed	Fathi Abu-Farah	Maryam Al nazer	Sarah Razzouk
Alice Youkhana	Hifza Musa	Mohammad Al Zaibak	Sawa George
Amr El Naghi	Intenan Abd-El-Razik	Mr. & Mrs. Ali Shamli	Shadi Alfares
Ashwaq Alareedhee	Jana Al Zaibak	Mr. & Mrs. Saleh Saleh	Shirin Madani
B. Khouja	Jehad Aliwewi	Omar Najjar	Simon Sabat
Basem Ra'ad	Joseph Dableh	Omar Walid Ammaneh	Suhair Al Bashir
Chutiya A.	Karen Scott	Osman Hamid	Sultan Al Shannaq
Dr. & Mrs. Abdulfatah Elzawi	Laila Al Ghazawi	Raeid Freij	Wafaa Mustafa
Dr. Esmat Dessouki	Lamees Audeh	Rafat Abu-Zeineh	Yasmin Haq-Khan
Dr. Menat Osman	Leen Al Zaibak	Rania Younes	

# ACCT Volunteers

Abdulrahman Al-Molla`	Fares Khouri	Marem Abdelazez	Ruba Aburub
Adel Hachmi	Fatima Jbar	Maria Winna Basco	Ruba Al-Masri
Ahmed Abdulmajeed	Ghada Homad	Marie Aoun	Ruba Mohamed
Ahmed Shoblaq	Ghadeer Al-Ogaidi	Mary-Kay Bachour	Sabeeh Alvi
Alia Al Attar	Ghader Bsamar	Maya Ramadan	Saja Abu Thwabeah
Alyaa Osman	Ghazwan Toma	Mayasa Ramadan	Samer Zaza
Amani Al Balkhi	Gul Celdir	Mhd Mazen Al Nabulsi	Sami Soudah
Amina Bahjat	Hanadi Ayoub	Mirit El-Sayed	Sara Hamad
Amina Hafez	Hanan Abu Shab	Mohamad Bachar Ramadan	Sara Zeitoun
Amira Refaat	Hassan El Jichi	Mohamad Ramadan	Sarah Kora
Anas Al-Adhami	Haytham Elgendy	Mohammad Haj Ali	Sarah Parvaiz
Anas Ameen	Hazem Issa	Mona Mathna	Shahad Al-Rubaye
Aseel Jarjees	Heba Saba Emran	Mona Subaie	Suha Ziadeh
Aysha Fyrooz	Hiba Hinedi	Mona Subale	Sulafa Omer
Azhar Najmuldeen	Hussein Alaaref	Najwa Al-khawja	Taha Taha
Bara Abuthwabeah	Ihsan Said	Noha Nouredin	Tambi Ismail
Basheer Al Olabi	Imad Aloub	Noon Elsadig	Tamer El-Fouly
Bland Ahmed	John Fanning	Noor Al-Ogaidi	Tareq Ashour
Carole Dina Georgie	Joumana Maamar	Nour Alhallaq	Tatiana Roveri
Dalea Naamo	Kholoud Khafaja	Nour El Ghamry	Verena Ayad
Dana Al Balkhi	Laith Abu Awwad	Nudurat Karim	Walaa Ato
Dania Al-Sa'd	Lana Mohamed	Oais Al Abdallah	Yaman Al Mousali
Danish Shaikh	Leni Rose	Omar Abu Awad	Yara Abdul Daem
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Elrayah Ali	Lina Kabir	Raghda Botros	Yasmine El Bagoury
Eman El Taukhi	Lubna Nemeh	Rama Al Qudsi	Yehia Abdelmegaid
Eman Mahmoud	Madleen Khudhur	Rana Abdelmeguid	Yousef Al Shamari
Eyad Kalthoum	Manal Al-Khaled	Rana Eddin	Yusra Ali
Fabio Sawuan Gomez	Manal El Edany	Rasha Mammo	Zabet Goga
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**Main Office**

555 Burnhamthorpe Road, Suite 209  
Etobicoke, Ontario M9C 2Y3

**Scarborough Office**

1855 Lawrence Avenue East  
Scarborough, ON M1R 2Y3

**Satellite Office**

Lithuanian Canadian Community  
1st Resurrection Rd Toronto, Ontario M9A 5G1

**Phone & More Info**

Phone: (416)231-7746  
Fax: (416)231-4770

**Online Information**

Email: [info@acctonline.ca](mailto:info@acctonline.ca)  
Web: [acctonline.ca](http://acctonline.ca)