



2024
2025

2024 - 2025

ANNUAL REPORT

FIFTY YEARS
OF IMPACT

Every service is as unique as the communities we serve. Proudly serving newcomers of all cultures, religions and ethnicities since 1973.

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OF IMPACT



Land Acknowledgement

The Arab Community Centre of Toronto acknowledges that we are operating on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, and that this territory is covered by Treaty 13 with the Mississaugas of the Credit.

We also acknowledge all Treaty people including those who came here as settlers, as immigrants, either in this generation or generations past, and those who came here involuntarily particularly as a result of the transatlantic slave trade and slavery.

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TABLE OF CONTENTS



1	Leadership Message
3	About us
5	ACCT Impact and Reach
7	Awards
10	Newcomer Settlement Services in the GTA
25	Youth Programs
31	Toronto Youth Job Corps (TYJC)
35	E3
39	WOSOOL
43	Celebrating 50 Years of Community Impact
47	Community Connections
61	Scarborough Renovation
65	Financial Statement

LEADERSHIP MESSAGE

This past year has been a time of transformation for ACCT, not just in what we do but in how we do it. We worked hard to adapt to the changing needs of our community, and that effort touched every part of the organization: from our programs and physical spaces to the systems that support our team and the people we serve.

One of the highlights was completing the renovation of our Scarborough location. The space is now brighter, more welcoming, and better suited for both clients and staff. We also marked ACCT's 50th anniversary, a milestone that reminded us of the relationships and collective strength that have carried this organization forward.

We continued to expand our digital tools, making it easier for clients to navigate online systems and giving staff better resources to do their work. We also relaunched TYJC and introduced E3, a new employment program for youth. Both reflect what young people have told us: they need more than training, they need mentorship, connection, and direction.

As new global crises unfolded, we welcomed families from Gaza and Sudan who arrived under Temporary Resident Visas, often with little notice and complex needs. At the same time, we concluded our involvement in the Canada-Ukraine Authorization for Emergency Travel (CUAET) program. As it came to a close in March 2025, our team worked hard to support Ukrainian families through the transition.

In the middle of these challenges, we were proud to see our Executive Director receive the King Charles III Coronation Medal. While it was a personal honour, it also reflected the collective work of ACCT and the trust our community places in us.

On the funding side, we spent much of the last quarter in discussions with IRCC as our five-year agreement ended on March 31, 2025. By that time, we had already learned of funding adjustments linked to immigration projections. While these changes will guide our future planning, our priority was to keep services steady for clients. At the heart of this work was our Settlement Program, which supported more than 6,000 newcomers with housing, healthcare, community connections, and crisis support, including helping hundreds of families secure safe housing.

The year ahead will bring challenges. Like many organizations, we are already feeling the pressure from rising demand and limited resources. Yet we have also seen what is possible when people care deeply and work together. That spirit, together with the steady guidance of our Board, is what keeps us moving forward.

This work is only possible because of the people around us: our staff, volunteers, board, funders, partners, and the community members who place their trust in us. To each of you, thank you. Your support inspires us every day.

Fathi Abu Farah



Fathi Abu Farah
Board President

Dima Amad



Dima Amad
Executive Director

Board Members

Fathi Abu-Farah

President

Richard Szudy

Vice President

Jehad Aliweiwi

Treasurer and Secretary

Bilal Hamadah

Member

Dalia El Farra

Member

Inji Mekhemer

Member

Mouna Gharsallah

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.

Values

Vision

To contribute to a welcoming, inclusive society that accesses the full potential of newcomers and residents to constantly enhance and strengthen Canada's multicultural fabric.

Mission

To enable individuals and families from diverse communities to change their lives for the better by providing a range of settlement and social services that include innovative programs for family support, mental well-being, women empowerment, youth skilling, and employment.



Respect for privacy and confidentiality



Efficiency and effectiveness



Innovation



Diversity, inclusion and accessibility



Transparency and integrity



Quality and excellence



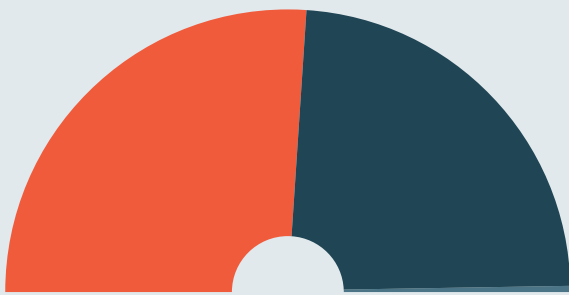
Volunteerism



Caring and compassion

ACCT Impact and Reach

Gender



Male
53.5% - 4569

Female
46.4% - 3956

Other
0.1% - 8

Age



Immigration Status

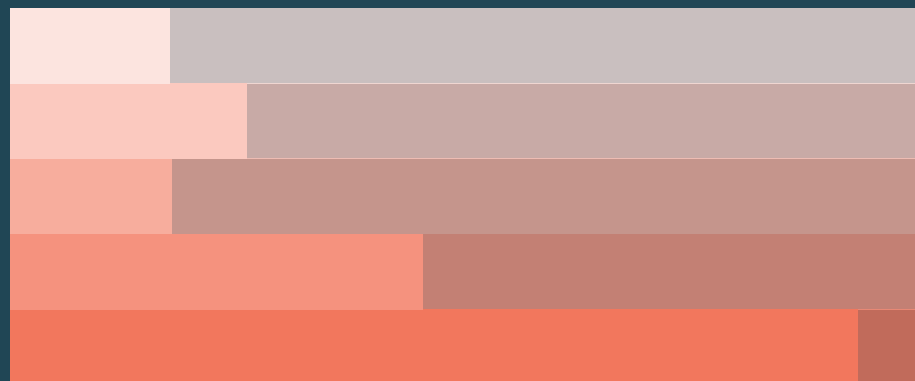
Temporary Resident
8.8% - 680

Canadian Citizen
13% - 1007

Refugee Claimant
8.9% - 686

Protected Person
22.7% - 1761

Permanent Resident
46.7% - 3619



Top 10 Countries of Origin



- 1 Syria
- 2 Iraq
- 3 Afghanistan
- 4 Saudi Arabia
- 5 Sudan
- 6 Jordan
- 7 Nigeria
- 8 Ukraine
- 9 Eritrea
- 10 Egypt

Top 10 languages

- | | | | | |
|-------------|--------------|----------------|---------------|----------------|
| 1
Arabic | 2
Dari | 3
Ukrainian | 4
Tigrinia | 5
English |
| 6
Yoruba | 7
Turkish | 8
French | 9
Pashto | 10
Armenian |



AWARDS



Honouring Excellence in Community Leadership

This year, the Arab Community Centre of Toronto proudly celebrates a remarkable milestone. Our Executive Director, Dima Amad, was awarded the King Charles III Coronation Medal, a distinguished honour recognizing her exceptional service and leadership in the community sector.

This national recognition reflects Dima's deep commitment to fostering inclusion, empowerment, and belonging. Through her visionary leadership, ACCT has grown into a vibrant hub that supports and uplifts thousands of newcomers and community members. Her work continues to inspire lasting change and drive our mission forward.

We are deeply grateful to MP Salma Zahid for nominating Dima for this prestigious award. It is a meaningful acknowledgment of the impact we achieve together, through the dedication of our staff, volunteers, and community partners.

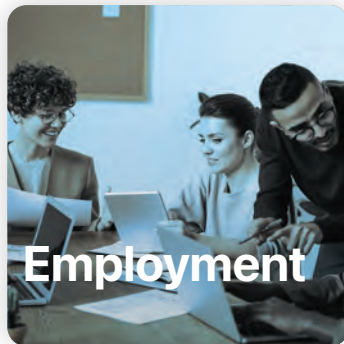
TD AI2 Impact Award Recognition

ACCT was proud to be one of three organizations shortlisted for the TD Analytics, Insights & Artificial Intelligence (AI2) Impact Awards, alongside First Book Canada and Times Change Women's Employment Service.

Through the TD Mindpower initiative, we partnered with TD employees to strengthen our data management and create user-friendly dashboards that help us track outcomes, anticipate needs, and design more effective programs for newcomers and refugees. We were also invited to share our experience as a panelist at the awards ceremony, highlighting the power of collaboration in driving community impact.

We are deeply grateful to TD for their partnership and for empowering non-profits like ours to create lasting change in our communities. Congratulations to First Book Canada on being selected as the award winner!

We provide information, referral, and support to newcomers to Canada from the moment they land until they become self-sufficient, productive, and engaged citizens.



NEWCOMER SETTLEMENT SERVICES IN THE GTA

 **6502**
Clients

 **4416**
Needs Assessment

In FY 2024–2025, ACCT continued to play a vital role in empowering newcomers across the Greater Toronto Area by providing accessible, client-centered settlement services. Our team of experienced Settlement Counsellors delivered support through a flexible hybrid model, offering in-person, virtual, and telephone consultations tailored to each client’s unique needs. Through comprehensive needs assessments, we developed personalized settlement plans that addressed priority areas such as housing, employment, language, education, and access to social services. With funding from Immigration, Refugees and Citizenship Canada (IRCC), we remained committed to delivering culturally responsive services across our four core pillars: Information and Orientation, Needs Assessment and Referrals, Employment, and Community Connections. Support services, which include digital navigation support, oral interpretation, written translation, short-term counselling, and transportation, further enhance clients’ ability to access settlement services and programs effectively. Recognizing the evolving challenges faced by newcomers, including rising housing insecurity and mental health concerns, ACCT expanded its outreach through community workshops, multilingual supports, and holistic case management. Our wraparound services ensured no client was left behind. Rooted in compassion and inclusion, ACCT continues to be a trusted partner for newcomers navigating their journey toward belonging, independence, and success in Canada. In FY 2024–2025, the most requested services at ACCT included housing support, employment assistance, and guidance to navigate government systems, benefits, and financial assistance programs such as CCB, OESP, and OW. There was also high demand for citizenship classes, PR renewal support, and culturally responsive mental health services through the Wellness Hub. English Conversation Circles, women, youth and seniors engagement programs saw strong participation, reflecting the ongoing need for social connection, practical skills, and accessible information among newcomers.

NEWCOMER SETTLEMENT PROGRAM



In FY 2024–2025, the ACCT Newcomer Settlement Program, funded by the Ministry of Labour, Immigration, Training, and Skills Development (MLITSD), continued to provide personalized, comprehensive support to a diverse range of clients, including refugee claimants, international students, individuals with work permits, and Canadian citizens. This program plays a crucial role in filling the service gap for newcomers who are not eligible for federally funded programs, such as those who have obtained citizenship or hold temporary status. Through one-on-one sessions, delivered via in-person, telephone, and virtual platforms, our team supported clients with needs assessments, goal setting, service planning, government applications, and referrals to community resources. In addition to individualized support, we organized group workshops focused on essential settlement topics including employment, job search strategies, resume building, and creating LinkedIn profiles. Other workshop topics included housing, financial literacy, digital literacy, and navigating available benefits and community resources. These sessions equipped clients with practical tools to support their integration and build self-sufficiency.

 **2006**
Clients

Building Skills for Citizenship and Communication

Throughout FY 2024–2025, ACCT played an active role in helping newcomers take meaningful steps toward Canadian citizenship. Through our inclusive and accessible preparatory classes, we provided participants with the tools and knowledge needed to navigate the citizenship process with confidence. These sessions offered more than just exam preparation. They helped foster a deeper understanding of Canada’s history, geography, democratic values, and civic responsibilities. Delivered twice weekly in a hybrid format, the program supported over 450 clients, offering a supportive space to ask questions, engage in discussion, and clarify important concepts.

 **65**
Classes

 **442**
Clients Attended

To enhance learning outcomes, ACCT incorporated interactive tools such as quizzes, practice tests, and mock exams, allowing participants to track their progress and prepare effectively. The strong success rate among attendees continues to reflect the quality of our curriculum and the dedication of our team.



English Conversation Circles

• ARABIC SPEAKERS

• TURKISH SPEAKERS

In FY 2024–2025, ACCT expanded its English Conversation Circle programming to include tailored support for Arabic- and Turkish-speaking newcomers, offering 78 hybrid sessions that welcomed 502 participants. These weekly circles provided culturally and linguistically responsive spaces where newcomers could build confidence in spoken English while receiving guidance in their native language when needed. Facilitated by multilingual staff, the sessions covered practical topics such as workplace communication, healthcare access, and everyday interactions, enabling participants to apply their language skills in real-life situations. Through interactive methods like storytelling, role-play, and community discussions, the circles went beyond language instruction, they fostered social connection, a sense of belonging, and smoother integration into Canadian society.

 **78**
Sessions

 **502**
Clients Attended





Building Pathways to Professional Success

ACCT's Career Café and Employment Services were instrumental in helping newcomers pursue meaningful employment opportunities. In response to ongoing labour market challenges and growing competition, the program provided focused, hands-on support to help clients navigate the Canadian job market and overcome employment barriers with greater confidence.

This year, Career Café workshops reached a broader audience and featured expanded content, including job search strategies, interview preparation, LinkedIn profile optimization, resume and cover letter writing, and workplace communication skills. We also introduced sector-specific sessions to support clients pursuing careers in healthcare, education, IT, and customer service. Delivered in both in-person and virtual formats, the workshops were designed to be interactive and culturally responsive, providing newcomers with information, meaningful connections and mentorship opportunities. Many clients reported improved confidence and job readiness, with several securing interviews, internships, and employment in their fields. ACCT remains committed to supporting newcomers as they build sustainable career pathways and fully contribute to the Canadian workforce.

 **421**
Clients Attended





Wellness
Hub

Strengthening Resilience Through Support and Healing

As part of ACCT's ongoing commitment to comprehensive settlement support, the Wellness Hub remained a vital resource for promoting the mental health and emotional well-being of newcomers throughout FY 2024–2025. As individuals and families faced the layered stresses of resettlement, demand for culturally appropriate wellness services continued to rise. In response, ACCT expanded its supports to assist clients navigating complex issues such as trauma, domestic violence, separation and divorce, and child protection, challenges often intensified by the realities of migration and adjustment.

Over the past year, the Wellness Hub delivered a variety of personalized supports, including one-on-one counseling, hybrid support sessions, and warm referrals to specialized community services. We also hosted a series of interactive workshops led by our experienced Well-being counselors, providing safe spaces for participants to explore mental health topics, share lived experiences, and develop healthy coping strategies. Key workshop themes included stress management, emotional regulation, parenting, healthy relationships, and self-esteem building.

By centering compassion, trust, and cultural understanding, the Wellness Hub continues to empower newcomers on their healing journey and strengthens the foundation for long-term emotional resilience and community well-being.



74
Sessions



320
Clients Attended





Advancing Digital Confidence and Inclusion

In 2023, ACCT launched a series of digital literacy workshops designed to support newcomers, seniors, and youth in navigating the online world with confidence and security. Over the course of 2024–2025, the CLICK program continued to bridge the digital divide by equipping participants with essential digital literacy skills. As daily life becomes increasingly reliant on technology, the program played a critical role in helping clients navigate the online world with independence and safety.

This year, our workshops provided hands-on training in a range of practical areas, including completing online forms, conducting safe web searches, creating email accounts, using government portals, and recognizing online scams. Sessions were tailored to the unique needs of each group, seniors received personalized guidance on using mobile devices and staying safe online, while newcomers and youth learned how to access services, apply for jobs, and connect to community resources. By fostering digital inclusion and practical tech skills, the CLICK program has empowered participants to engage more fully in both civic and economic life. ACCT remains committed to closing digital literacy gaps and ensuring all members of our community are equipped to thrive in a digital society.



 **54**
Sessions

 **362**
Clients Attended



Empowering Newcomers Through Connection, Resilience, and Information

TawasolChat continued to serve as a welcoming and informative space for newcomers throughout FY 2024–2025, offering regular workshops designed to equip clients with the knowledge and tools needed to integrate successfully into Canadian society. Delivered in a hybrid format, both in-person and online, these sessions created an inclusive environment where participants could engage, ask questions, and learn about essential settlement topics. Workshops covered a wide range of practical subjects, including housing, education, health, legal rights, financial literacy, and access to government benefits such as OESP and Canada Child Benefit. By sharing timely, accurate, and culturally relevant information, TawasolChat helped participants gain clarity, build confidence, and take informed steps toward their new life in Canada.

 **30**
Sessions

 **450**
Clients Attended

Tea with Sisters: Connecting Newcomer Afghani Women to Community, Wellness, and Belonging

Tea with Sisters is a culturally tailored program that supports Afghani newcomer women in their integration journey. In 2024–2025, ACCT continued to offer inclusive spaces for connection, wellness, and cultural exploration through activities like outdoor yoga, art therapy, and group discussions. Collaborating with ESS Support Services, the program also included enriching trips for seniors, fostering joy, belonging, and community connection. Tea with Sisters provided not only resources but also meaningful relationships and opportunities for personal growth and resilience.



 **30**
Sessions

 **148**
Clients Attended







Supporting Families in Crisis: IRCC's Special Measures Program

Launched in the final quarter of FY 2023–2024, IRCC's Special Measures Program was introduced in response to escalating humanitarian crises, most urgently in Gaza and Sudan, providing pathways for families in Canada to reunite with loved ones affected by conflict. Recognizing the urgent need for clear, culturally informed guidance, ACCT partnered with the Sudanese Association to deliver targeted orientation and information sessions, helping families understand eligibility, application procedures, and required documentation.

Throughout FY 2024–2025, ACCT expanded its support by reaching additional affected communities, offering one-on-one assistance, document reviews, and ongoing workshops. Our team worked closely with clients to ensure submissions were accurate and timely, while adapting to frequent program updates. In addition to Gaza and Sudan, we continued to assist clients with special measures related to Afghanistan and Ukraine, reflecting Canada's broader humanitarian response.

ACCT remains committed to providing compassionate, consistent, and informed support to newcomer communities during times of crisis, ensuring that families receive the guidance they need to navigate complex reunification processes with hope and clarity. Throughout the year, ACCT strengthened its partnerships with organizations such as Access Alliance, PCAN, Skills for Change, and local school boards. These collaborations enhanced our capacity to deliver holistic services and broadened our impact across diverse communities.

In addition, we worked closely with certified translators and legal aid providers to assist clients with official document submissions and legal procedures, ensuring equitable access to critical services and information.

 Navigating Documentation & Applications	 Help to Find Housing	 Interpretation/ Translation
 Employment Services	 Referral to Specialized Services	 Mental Health and Social Support

WES Gateway Program: Expanding Opportunities Through Credential Recognition

In 2024–2025, ACCT continued its strong partnership with the WES Gateway Program to support newcomers facing barriers in obtaining official academic documentation from their countries of origin. The program offers an alternative and trusted pathway to credential evaluation, accepting a range of supporting documents, such as attestations and letters of recommendation, to help clients demonstrate their educational backgrounds.

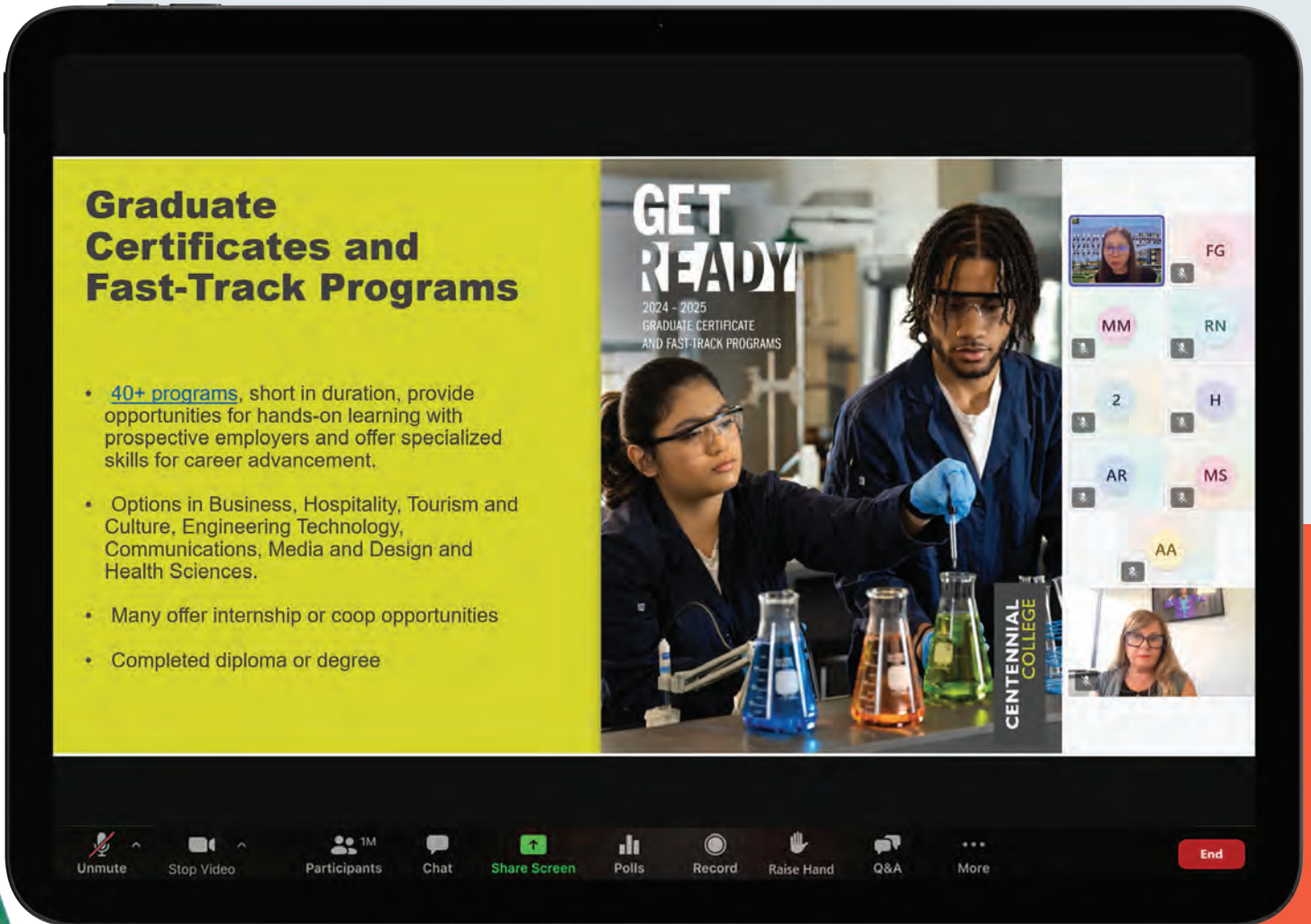
This year, ACCT provided direct support to 391 clients, guiding them through the WES application process and ensuring they understood each step. Our settlement team offered personalized consultations, hosted group information sessions, and delivered multilingual guidance to improve accessibility and outcomes. These efforts enabled many clients to pursue their career and education goals in Canada, including admission into academic programs, job applications, and professional licensure.

Eligible individuals from Afghanistan, Eritrea, Iraq, Palestine, Sudan, Syria, Türkiye, Ukraine, and Venezuela continued to benefit from the program. By breaking down barriers to credential recognition, the WES Gateway Program remains a vital resource in empowering newcomers to rebuild their professional lives and achieve long-term success in their new communities.



 **391**
Clients Served





• SUCCESS STORY

Pursuing a Career in Healthcare: A Newcomer's Pathway to Success

From Tunisia to Toronto: A Pharmacist's Journey Toward Licensure

In August 2024, ACCT began working with a newcomer from Tunisia, a highly educated professional with a background in pharmacy. Eager to resume his career in Canada's healthcare sector, he was met with the complex and often lengthy accreditation process required for foreign-trained pharmacists.

With personalized settlement support from ACCT, he was guided step by step through the licensing pathway, starting with a WES credential evaluation and progressing toward the International Pharmacy Graduate (IPG) Program at the University of Toronto. Recognizing the importance of staying active in the field, he also pursued interim employment and, after several applications and interviews, successfully secured a position as a Pharmacy Assistant at a local pharmacy.

This role not only allows him to apply his pharmaceutical expertise but also offers valuable Canadian work experience and professional networking opportunities. His journey is a powerful example of how strategic guidance, determination, and tailored support can help internationally trained professionals rebuild their careers and make meaningful contributions to Canada's healthcare system.



Amal Project: Bridging Cultures and Empowering Newcomer Women

With continued support from IRCC, the Amal Project remained a vital resource in 2024-2025, empowering newcomer women throughout their settlement journey in Canada. Building on the momentum of the previous year, the project maintained its effective 3-month cohort model, featuring weekly sessions led by knowledgeable guest speakers. These sessions covered a wide range of essential topics, including financial literacy, employment readiness, access to healthcare, mental well-being, English language skills, and intercultural competence. Utilizing a hybrid format, the program offered both virtual workshops and in-person excursions, allowing participants to engage in enriching cultural experiences while deepening their understanding of Canadian society and Indigenous heritage.



Strengthening Indigenous Awareness: Continuing Our Commitment to Education and Inclusion

In 2024-2025, ACCT continued to deepen its efforts to raise awareness of Indigenous history and culture among newcomer communities. As part of our commitment to fostering reconciliation and cultural understanding, we maintained the practice of opening sessions with meaningful land acknowledgements, recognizing and respecting the traditional territories of Indigenous Peoples. This ongoing ritual reinforces the importance of acknowledging Indigenous presence and history in our daily work.

Throughout the year, our workshops featured educational materials such as documentaries and storytelling segments that explored the lived experiences, contributions, and resilience of Indigenous communities. These tools offered valuable insight and helped cultivate empathy and awareness among participants.

As part of the Amal Project, we once again welcomed Indigenous guests to share their heritage through food and conversation. Participants had the opportunity to learn about traditional recipes, ingredients, and cooking techniques, creating a space for dialogue and mutual respect. These hands-on experiences not only enriched the program but also strengthened our goal of promoting intercultural exchange and building meaningful connections between communities.

 **4**
Cohorts

 **88**
Clients Attended





Enriching the Lives of Newcomer Seniors Through Learning, Connection, and Community

In 2024–2025, ACCT’s Sanad Program built on the success of previous seniors’ initiatives to deliver a dynamic and holistic series of 32 sessions and activities designed to enhance the well-being, independence, and social connection of newcomer seniors. Through an integrated approach that combined financial literacy, digital literacy, outdoor excursions, and cultural celebrations, Sanad empowered participants to build essential life skills while fostering a strong sense of belonging.

At its core, Sanad aims to break the isolation seniors experience, build meaningful social connections, and equip them with the knowledge needed to access community benefits and services with confidence. The program featured hands-on digital support and financial education sessions that helped seniors navigate online platforms, manage their finances, and access essential supports such as subsidized housing and tax credits.





 **32**
Sessions

 **98**
Clients Attended

This year, Sanad also placed a strong emphasis on elder abuse awareness and prevention. Participants engaged in informative sessions focused on understanding the different forms of elder abuse, recognizing early warning signs, and learning how to seek help and support. By addressing both practical and emotional needs, Sanad created an inclusive, supportive environment where seniors felt seen, connected, and valued, contributing to healthier, more engaged lives within their communities.

We sincerely thank the City of Toronto Community Service Partnership (CSP) and the New Horizons for Seniors Program (NHSP) for their generous funding. Their support has been instrumental in enabling us to carry out our activities with senior clients. With their assistance, we continue to provide valuable resources and programs that make a meaningful difference in the lives of seniors.

YOUTH



The Youth Program is dedicated to helping newcomer and refugee youth build a sense of belonging and successfully settle in Canada. Since its inception, the program has offered a diverse range of initiatives, with a strong focus on fostering community connections, artistic expression, and mental well-being. Our commitment to supporting underserved youth, including newcomer and 2SLGBTQ+ communities, is central to everything we do. This year alone, we proudly served hundreds of youth through impactful programs such as our weekly Drop-in sessions, cultural trips, Made by Me, Media Arts for Newcomer Youth, and Digital Literacy. In 2024-2025, the ACCT Youth Program has engaged 234 unique participants in diverse activities designed to build connections, spark creativity, and promote inclusivity. Additionally, the youth program also actively participated in different indigenous events across the city, most notably the Pow Wow celebration.

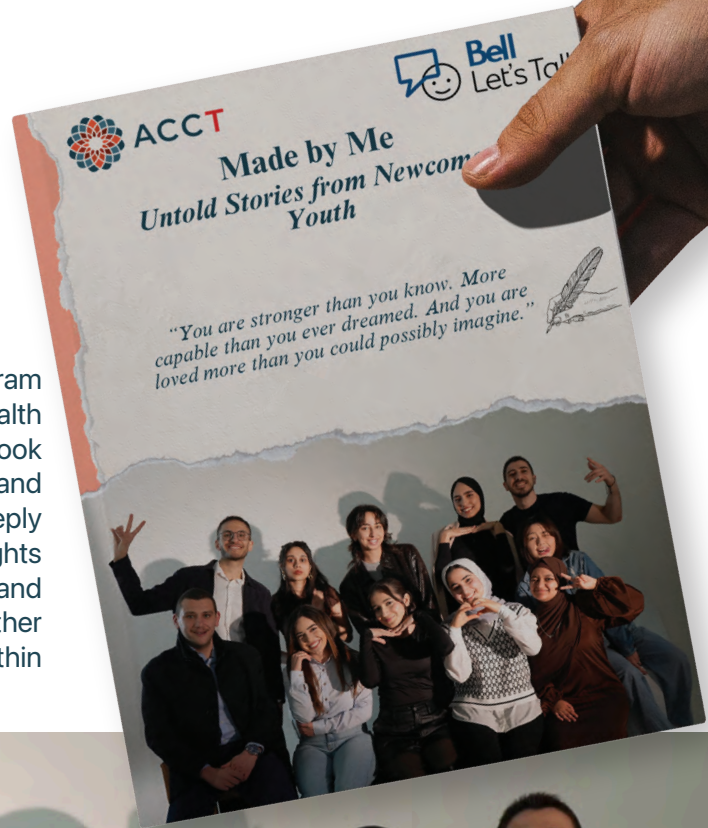
Friday Drop-in Sessions

The weekly Youth Drop-in sessions continued to provide a safe and welcoming space for newcomer and refugee youth from diverse backgrounds. These sessions fostered vital connections and relationships, offering a supportive environment for their transition to life in Canada. Activities focused on cultural learning, emotional expression, and community building. As the months progressed, activities expanded to include Movie Nights, interactive games like charades and Jeopardy, and dynamic challenges combining storytelling, drawing, and teamwork.



MADE BY Me

Funded by Bell Let's Talk, ACCT's Made by Me Program empowered youth participants to address mental health challenges through diversity and inclusion. Participants took the lead in weekly sessions, choosing themes and facilitating their own workshops, fostering a deeply supportive and inclusive environment. The valuable insights and lessons learned have been compiled into a booklet and film, serving as vital resources to educate and support other young people on mental health and well-being within diverse communities.





Media Art for Youth

Photography & Animation Program



In its fifth year, the Media Art for Newcomer Youth (MANY) program, a collaboration between ACCT and Charles Street Video (CSV), funded by Toronto Arts Council, empowered newcomer youth through media art and storytelling using photography.

From September 2024 to February 2025, MANY successfully reduced barriers to media art creation. The program delivered eight 3-hour virtual photography workshops taught by Ebtî Nabag, covering DSLR camera use, story development, Photopia, and presentation skills. Youth received personalized one-on-one mentorship from culturally affiliated artists to develop photography projects on personally significant issues. Participants were provided with DSLR cameras and accessories for the duration of the program.

The project culminated in the "Echoes of Resilience" in-person exhibit in February 2025. At the opening reception on February 1st, youth proudly presented their projects and were celebrated with certificates of completion, alongside their families and friends. The program also ensured support for a participant who faced health issues, providing them with necessary resources.

Inclusion and Diversity

The Inclusion and Diversity – Community Impact Program, led by ACCT in early 2025, brought together 10 newcomer youth to explore complex issues of identity, equity, and belonging through a series of six interactive workshops. Guided by Program Coordinator Pierre El Kassis and Mental Health and Well-Being Counselor Sevan Zokian, the sessions addressed topics such as ethnicity, religion, sexual orientation, disability, and homelessness. Youth collaborated with guest speakers, engaged in reflective activities, and developed their own community-based initiatives in response to local needs. Projects ranged from mental health awareness and cultural preservation to youth empowerment, inclusion in education, and environmental responsibility. The program fostered leadership, empathy, and social impact—empowering participants to become change agents within their communities. Feedback from youth was overwhelmingly positive, with 100% reporting increased confidence in leading social projects and a deeper understanding of inclusion and diversity.





Youth Empowerment through Digital Literacy In Partnership with ComKids

In continued partnership with ComKids, ACCT delivered another successful year of digital literacy programming for newcomer youth. Twenty participants took part in a series of interactive workshops focused on building essential digital skills for academic success, personal safety, and mental well-being. The sessions covered key topics such as online privacy, cyberbullying prevention, responsible digital citizenship, and managing screen time. Youth also gained practical strategies for balancing school responsibilities and maintaining healthy digital habits. At the end of the program, each participant received a brand-new laptop, empowering them to stay connected, continue learning, and thrive in today's digital world.

TYJC Empowering Youth Through Employment and Life Skills

Funded by Service Canada and the City of Toronto, the Toronto Youth Job Corps (TYJC) program has long supported youth facing significant barriers to employment. Rooted in a commitment to enhancing youth employability, TYJC offers a holistic model that combines life and employment skills training to help participants access meaningful work and build long-term career pathways.

In September 2024, a new TYJC contract was awarded to ACCT, launching a renewed chapter of the program. Cohorts began in October 2024, continuing TYJC’s mission through an individualized approach that ensures each participant is guided toward their career aspirations—whether through additional training or supported job placements.



 **90**
Workshops

 **39**
Youth

 **28**
Youth Were Hired
or Returned to School

The TYJC program under ACCT's leadership follows a structured, three-phase model:



Essential Life Skills Training (3 weeks):

Participants engage in a robust curriculum covering resume and cover letter writing, elevator pitch development, interviewing skills, growth mindset, empathy building, creative ideation, conflict management, and more. These sessions build core professional and interpersonal competencies necessary for today's workforce.



Community Project (2 weeks):

Youth apply their newly developed skills through a hands-on community project in partnership with local nonprofit organizations. This experiential component reinforces teamwork, leadership, and civic engagement while fostering meaningful community connections.



Job Placement (8 weeks):

Each participant is matched with a subsidized job placement aligned with their individual skills, interests, and career goals. These placements provide critical real-world experience, professional mentorship, and a springboard toward long-term employment or further education and training.

All components of the TYJC program are paid based on attendance, with participants earning minimum wage for up to 35 hours per week throughout the life skills training, community project, and job placement phases.

Since October 2024, TYJC has successfully completed three cohorts, serving 39 youth and delivering over 90 tailored workshops. Between October 2024 and March 2025:

27 YOUTH

Successfully placed in job opportunities aligned with their career goals.

16 YOUTH

Secured permanent employment.

12 YOUTH

Returned to school or joined another employment training program, continuing their journey of personal and professional development.

We have also established strong community and industry partnerships to enhance youth success:

- Partnered with over 40 employers for job placements.
- Collaborated with 4 local nonprofit organizations for the community project phase.
- Engaged a career coach to deliver a full-day Workplace Essentials Certification.
- Partnered with 2 organizations to host a Mentorship Day.
- Worked with our TYJC Partner, WoodGreen, to offer a Mental Health Day and access to ongoing case management support.
- Collaborated with over 10 organizations and professionals to deliver workshops on:



Financial literacy



**Diversity, Equity,
and Inclusion (DEI)**



**Interviewing skills
and career
planning**



**Skilled Trades
exploration**



**Employment
opportunities at
Pearson Airport**



Entrepreneurship

And more ...

This is just the beginning of the new chapter of TYJC under ACCT. As time progresses, we are confident that more youth will continue to secure meaningful employment, return to education, or access additional training opportunities. The program will continue to evolve in response to the continuous input of youth and as a reflection of their lived experiences and emerging needs—ensuring TYJC remains relevant, responsive, and impactful.



• SUCCESS STORY

Breaking Barriers, Building Futures: Malak Hassan's TYJC Journey

When Malak joined the Toronto Youth Job Corps (TYJC) in February 2025, she was looking for structured support to help her build the skills and confidence needed to enter the workforce. What she discovered was a life-changing experience that exceeded her expectations.

"The experience I had with TYJC far exceeded my expectations," Malak reflected. "The entire team demonstrated professionalism, dedication, and a genuine commitment to supporting us throughout the program."

One of the most transformative elements for Malak was the Employment Skills Training (EST), which equipped her with essential tools to navigate the job market. "It helped me develop a professional résumé and cover letter and taught me how to build and optimize my LinkedIn profile," she explained. "These skills were instrumental during the placement phase."

Malak also benefited from engaging guest speakers and career-focused workshops, which broadened her understanding of employment trends and professional networking.

Through the community project, she gained hands-on experience in teamwork and community involvement. "I developed a deeper understanding of what it means to be an active and contributing member of the community," she shared.

For her job placement, TYJC arranged a valuable opportunity with a non-profit organization, where she strengthened her interpersonal and technical skills in a real-world setting. She credited the program's supportive environment for giving her the confidence to grow. "I felt heard, valued, and empowered to take on new challenges," Malak said.

Her journey came full circle when she secured a position at a local food bank. The role offered her a steady income and enriched her résumé with meaningful work experience.

"I am grateful for the comprehensive support provided by TYJC," Malak concluded. "It played a critical role in helping me build confidence, develop employability skills, and secure meaningful employment."

Malak's story is a powerful reminder of how targeted support, practical training, and determination can help young people overcome barriers and take confident steps toward a brighter future.



Engage Excel Empower

Launched in October 2024 and funded by Employment and Social Development Canada (ESDC) through the Youth Employment and Skills Strategy, ACCT's E3 program was created to support youth aged 15 to 30 who are not in school or employed, helping them build confidence and take meaningful steps toward their career goals. While small in scope, the program has had a significant impact.

Following the training, participants moved into 10-week paid work placements tailored to their interests and skillsets. Some have since found employment, while others chose to return to school to further their education.

The E3 program has proven that with the right mix of support, structure, and trust, young people are more than ready to thrive. We're proud to be part of that journey.

Over the course of 2024–2025, 14 youth completed 60 hours of paid pre-employment training that covered essential topics like resume writing, interviewing techniques, workplace communication, and goal setting. To reduce barriers to participation, youth also received bus tokens throughout the training period.



14
Youth



60
Hours of Paid
Pre-Employment





In 2024–2025, ACCT continued its work on the Digital Literacy Exchange Program (DLEP), building on the strong foundation laid in the previous year. Funded by Innovation, Science and Economic Development Canada (ISED) and led by S.U.C.C.E.S.S. BC, the initiative is delivered in partnership with GEO Nova Scotia, Calgary Catholic Immigration Society, and The Association of Canadian Studies.

Continuing to Bridge the Digital Divide

Through this national collaboration, we supported over 4,000 participants across the two-year project, including more than 2,000 in the past year alone. At ACCT, the program offered newcomers personalized and group-based digital training to help them safely and effectively navigate computers, mobile devices, and the Internet. Whether through one-on-one sessions or peer-based group learning—offered in-person, online, or in hybrid formats—participants gained the skills and confidence to manage everyday digital tasks: accessing services, connecting with family, applying for jobs, and more.



**Cyber
security**



**Essential
digital skills**

A key feature of this initiative was the training of 247 staff and volunteers as Digital Champions—individuals embedded within ACCT and our partner organizations, equipped to offer ongoing digital support to community members. This community-based model ensures the work continues beyond the life of the project.

Though the formal funding wrapped in March 2025, the Digital Champions model lives on. Many trained Champions continue to support clients in their daily roles, helping bridge the digital divide one person at a time. As we look ahead, we remain committed to securing resources to extend and adapt this essential work to meet our community's evolving needs.



The HalfTime Project continues to play an important role in supporting Black and racialized youth aged 15–24 in the Etobicoke neighbourhoods of Eastmall, Westmall, Capri, Rexdale, and Kingsway. Launched in 2021 and funded by the Ministry of Children, Community and Social Services (MCCSS), HalfTime is grounded in evidence-based practices like Positive Youth Development and the Youth Advocate Program. It focuses on reducing vulnerability to violence, exploitation, and human trafficking by providing youth with the tools, relationships, and opportunities they need to move forward with confidence.

Over the past year, HalfTime expanded its reach and deepened its support. More than 60 youth accessed wrap-around services tailored to their academic, employment, and life goals. The program offered over 30 group sessions, including life skills and job readiness workshops, Somali language classes, and coding lessons. Many youths were matched with mentors who offered encouragement, shared lived experience, and served as consistent role models.



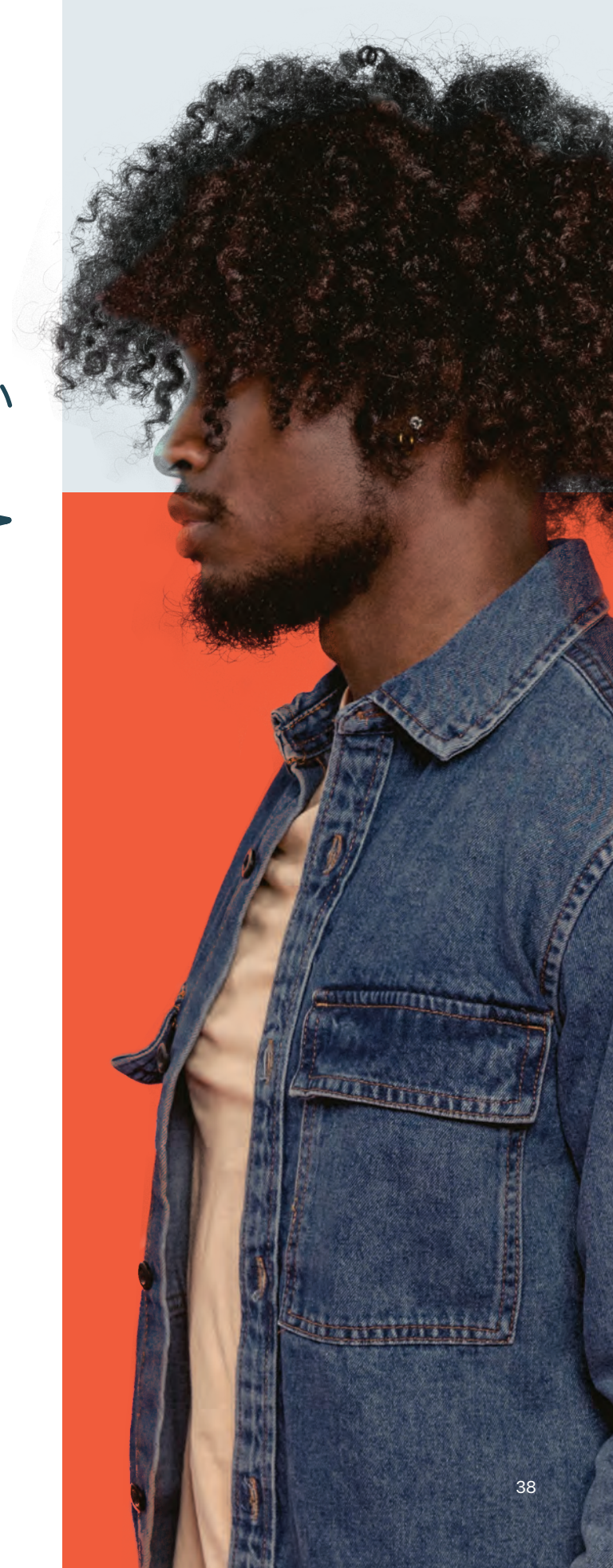
|| "HalfTime helped me believe in myself again. I didn't know how much I needed a space like this until I was in it."
-HalfTime Participant ||

HalfTime also supported youth with tutoring, guidance on postsecondary pathways, and help with OUAC applications—supporting smoother transitions back into school or toward employment. Group outings, community gatherings, and cultural events gave youth opportunities to build relationships, develop leadership, and connect in a safe and welcoming environment.

A key strength of HalfTime is its collaboration with grassroots partners like Say Somaali, a community-led initiative focused on education, identity, and healing within the Somali diaspora. Say Somaali brings a deep understanding of the local context and offers culturally grounded programming that affirms youth identity and belonging. Through this partnership, HalfTime is better able to respond to the needs and aspirations of Somali youth, many of whom face layered barriers related to racism, displacement, and intergenerational trauma.

As we look to the future, HalfTime remains committed to walking alongside youth—offering not just services, but steady support, consistent relationships, and space to grow.

Thanks to continued support from MCCSS, the program met its core targets for the year. Many participants returned to school, entered the workforce, or reconnected with goals they had previously put on hold.





WOSOOL

Advancing Anti-Racism in the Settlement Sector

WOSOOL, meaning both “arrival” and “connection” in Arabic, is a ground-breaking national initiative led by the Arab Community Centre of Toronto (ACCT) in partnership with the Canadian Arab Institute (CAI), with funding from Immigration, Refugees and Citizenship Canada (IRCC). From May 2023 to June 2024, this innovative indirect service delivery project addressed a critical gap: the need to identify, understand, and combat anti-Arab racism within Canada’s settlement sector.

At its core, WOSOOL seeks to improve settlement outcomes for Arab newcomers by ensuring that service delivery environments are safe, inclusive, and culturally responsive. This first-of-its-kind initiative engaged partners and stakeholders across the country in a collective mission to embed anti-Arab racism into service delivery.

Project Highlights

National Scope: WOSOOL engaged over 14 settlement organizations across 6 provinces including Ontario, Alberta, Nova Scotia, New Brunswick, British Columbia, and Prince Edward Island.

Mixed methods research including a literature review, over 1000 surveys from service providers and Arab community members, five focus groups, and bilateral ethnographic observations

10 Pilot Training Sessions with 111 participants delivered between February and June 2024, reaching frontline staff from organizations across 6 provinces, such as WoodGreen, Wesley Hamilton, CCIS Alberta, and SUCCESS BC.

Peer Review Committee members participated in 6 advisory meetings, helping shape research, training content, and evaluation tools. Partners included OCASI, Toronto West and East LIPs, Daily Bread, and the South Etobicoke Cluster.

Over 200 feedback responses collected through pre- and post-training surveys contributed to refining the training content and measuring impact.



“I think most of the people that I've worked with and the people in the organizations, have a preconceived idea about what is a Middle Eastern, and I remember this very vividly when I went to get my language assessment- they were like, wait, you already speak English?”

-Client

Research & Training Innovation

WOSOOL's foundation was a rigorous mixed-methods research study—combining literature review, bilingual surveys, focus groups, and ethnographic observations—to capture both the experiences of Arab clients and the challenges faced by service providers. Key findings revealed persistent cultural misinterpretation, systemic bias, and discomfort in acknowledging or discussing anti-Arab racism within agencies.

Findings of the research were shared in a conference on March 4, 2024, entitled “Pathways to Inclusion: Exploring Arab Newcomers' Experiences with Racism and Discrimination in Settlement Services” that was attended by clients and partners from the sector, and featured a speaker from the City of Toronto and a brainstorming session facilitated by an Anti-Racism expert.

In response, ACCT and CAI co-developed a comprehensive Anti-Arab Racism Training Guide, piloted and refined through 10 in-depth sessions. The guide features:

“I've heard judgments around things like family size, dynamic, or cultural practices. It's people expressing their biases around families or the way that they operate, rather than someone being very obviously racist.”

-Service Provider

Contextual insight into Arab cultures and migration histories in Canada;

Real-world analysis of how anti-Arab racism surfaces in settlement service contexts;

Practical tools to combat discrimination and improve inclusive service delivery.

Based on pilot feedback, a modular training system was developed, including a 3-hour standalone session and five 1-hour modules adaptable for integration into broader DEI initiatives or ongoing professional development programs.

Looking Ahead

While WOSOOL concluded in June 2024, the project significantly contributed to anti-racism capacity-building in Canada's settlement sector. It also revealed the sector's readiness—and need—for deeper engagement in culturally specific anti-racism training. The discomfort some providers expressed in addressing race-based discrimination further validates WOSOOL's essential role. As we move forward, ACCT will focus on sharing WOSOOL's findings and tools with partners across the national settlement sector.

WOSOOL is more than a project—it's a call to action. By naming and addressing anti-Arab racism, WOSOOL empowers service providers to build safer, more equitable pathways for newcomers—and creates a stronger, more inclusive settlement sector for all.

52%

of clients interviewed thought there was somewhat of a problem or a major problem in relation to discrimination in the settlement sector

40%

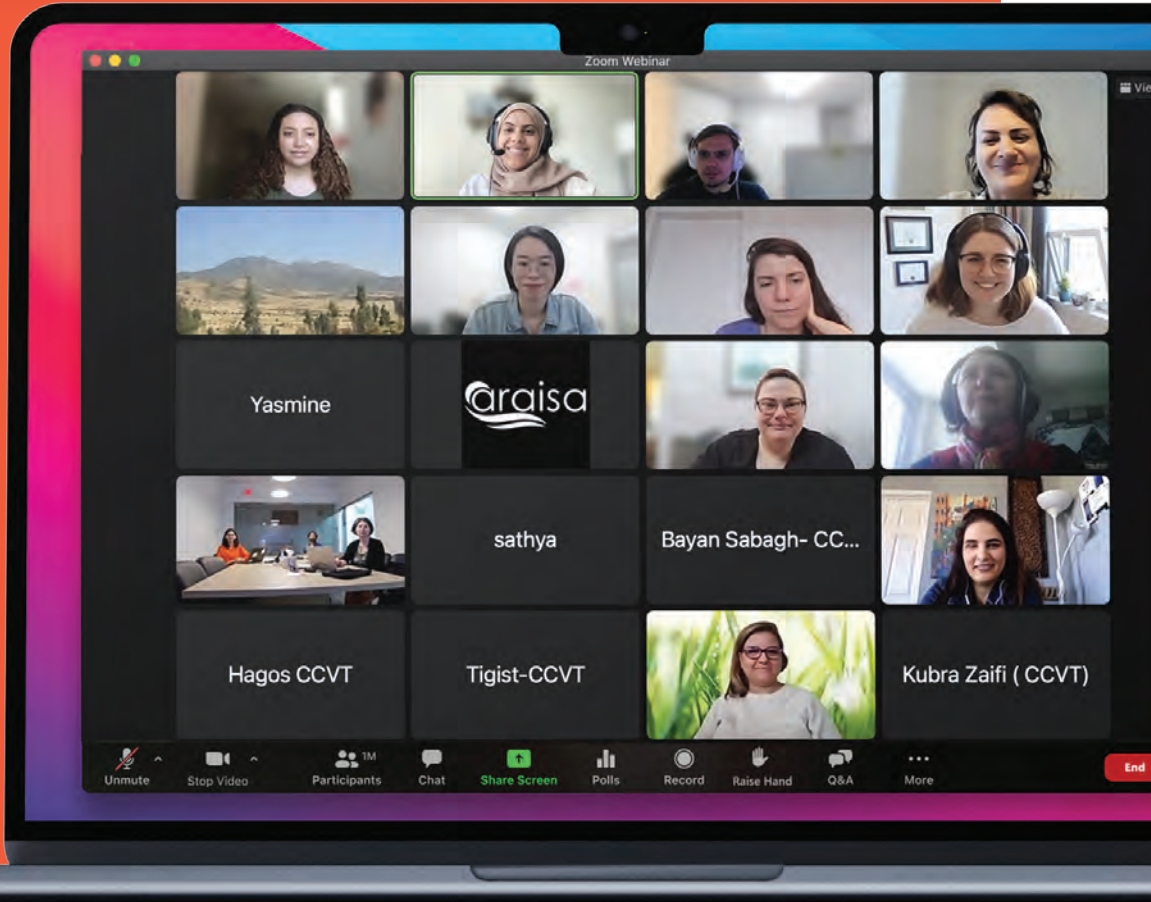
of clients felt like their ethnic, racial, or cultural backgrounds influenced the quality of services

24%

of service providers lacked training on Arab culture or newcomers, indicating either scarce resources or employee reluctance to seek training

"The training offered practical strategies for creating an inclusive environment, such as how to communicate respectfully, accommodate cultural practices, and address clients' specific needs without making assumptions."

-Pilot Training Evaluation



Capacity Building for Grassroots Groups

Uplifting Local Leadership: Our Role as Organizational Mentor

At ACCT, we believe the strongest change comes from the community itself. That is why we are proud to stand behind grassroots groups and support their leadership.

Through our role as an Organizational Mentor with projects funded by the City of Toronto and the Ontario Trillium Foundation, we provide behind-the-scenes support with budgeting, reporting, and project planning. This allows grassroots leaders to focus on what matters most, bringing their ideas to life. While much of our work in this area is administrative, what truly stays with us is the heart, creativity, and leadership we witness every day.

One project that especially inspired us this year is 4 The West End, a youth-led initiative that uses the arts to create safe and vibrant spaces for Black youth to connect, reflect, and lead in their communities. Their creativity and vision remind us how powerful grassroots work can be. We are constantly amazed by the ways these young leaders bring people together, spark joy, and drive real change. It is an honour to walk alongside them on this journey.



Celebrating 50 Years of Community Impact



In 2024, the Arab Community Centre of Toronto (ACCT) proudly marked its 50th anniversary, celebrating five decades of resilience and service. What began as a small meeting place for Arab newcomers has grown into a multicultural hub that has supported more than 450,000 people through settlement and social services. Today, our team of 52 staff members, representing diverse cultures and speaking 16 languages, continues to empower youth, women, seniors, and refugees through inclusive programming and strong partnerships.

This milestone year gave us the chance to honour the visionaries who laid the foundation for the Centre: Basem Ra'ad, Khaled Mouammar, Ibrahim Hayani, Rashad Saleh, and Ghaleb Abdel-Majid, along with the long-time leadership of former Chair Aida Graff. Our 50th Anniversary Celebration brought together partners and dignitaries from Immigration, Refugees and Citizenship Canada, the Ministry of Children, Community and Social Services, the City of Toronto, United Way, MP Salma Zahid, and Mayor Olivia Chow. Special highlights included a video address from The Honourable Marc Miller, former Minister of Immigration, Refugees and Citizenship Canada, and an inspiring keynote by stand-up comedian and motivational speaker Joze Piranian.



The evening also featured the premiere of *Half A Century of Welcoming You Home*, a documentary produced with ii3 Studios that shared powerful stories from clients whose lives were shaped by ACCT. We thank Mariam J. Momani, our MC Dalia El Farra, Dana Shaheen of Le Rêve Productions, and Music Without Borders for helping make the event memorable.





We proudly recognized Muna Butros for 32 years of service, Mohammed Naseem for 22 years, and volunteers Ali Al-Khateeb and Habab Salaheldin Elsayed for their outstanding contributions. Their dedication reflects the generosity and resilience that continue to sustain ACCT.

As we look ahead, we remain guided by the values of resilience, inclusivity, and community that have defined our first fifty years.



COMMUNITY CONNECTIONS



Ramadan Food Drive

In collaboration with Al Huda Institute, ACCT proudly launched its annual Ramadan Food Drive, making a profound difference by distributing food baskets and toys to newcomers. This compassionate initiative significantly reduced food insecurity for families during the sacred month of Ramadan. Our dedicated volunteers went the extra mile, personally delivering food baskets to single mothers, elderly individuals, and people with disabilities, ensuring that assistance reached those who needed it most.

The unwavering commitment of ACCT's volunteers was instrumental in the success of this campaign. They efficiently coordinated the delivery of food supplies to newly arrived refugees residing in hotels and shelters across the Greater Toronto Area. This effort reflects ACCT's strong dedication to supporting newcomers and fostering a caring, inclusive community throughout Ramadan.



 **196**
Food Basket

 **268**
Toys



Toronto Newcomer Day

The Arab Community Centre of Toronto (ACCT) proudly took part in the 10th annual Toronto Newcomer Day at Nathan Phillips Square, a city-wide celebration welcoming newcomers and recognizing their valuable contributions to Toronto. Our booth served as a key access point for individuals and families looking to learn more about available programs and services, including newcomer settlement support, youth employment, language classes, and community integration initiatives. Throughout the day, ACCT staff engaged with hundreds of attendees, answering questions and distributing multilingual materials tailored to meet diverse newcomer needs. The event featured cultural performances, free activities, and interactive installations, creating a warm and inclusive environment for all participants. It also offered opportunities to collaborate with other community organizations, strengthen partnerships, and expand outreach efforts. Our participation reflected ACCT's ongoing commitment to empowering newcomers, helping them build a sense of belonging and successfully navigate their new lives in Canada.



Nagham

In the summer of 2024, the ACCT, Polycultural Immigrant and Community Services, Peel Children's Aid Society, and Music Without Borders came together to launch Nagham, a pilot music camp for Arab children aged 11 to 14. Offered as part of the Maan initiative, the six-week programme at Polycultural's Mississauga location provided a supportive, culturally familiar space where youth could explore music, build confidence, and reconnect with their roots.

Designed for 20 participants, Nagham combined weekly music education with opportunities for creative expression and social connection. Music Without Borders generously volunteered their time and delivered eight interactive sessions that introduced youth to musical instruments, songs tied to cultural heritage, and the joy of performance. Guided by Jana Daher from Music Without Borders and supported by Athra, an ACCT volunteer, the camp culminated in a community celebration where participants proudly performed a traditional cultural song for family and friends.

A special thank you goes to Jana, Athra, and Music Without Borders for their generosity and dedication in making Nagham such a meaningful and memorable experience.



TOME Summer Festival

The Arab Community Centre of Toronto (ACCT) and the Taste of the Middle East (TOME) Foundation are partnering to celebrate and showcase the rich Arabic culture of Southern Ontario and the Greater Toronto Area through music, art, dance, and heritage. Together, they are committed to creating inclusive spaces that empower individuals, especially youth and newcomers of Arabic heritage, to express themselves, connect with their roots, and feel a strong sense of pride and belonging.

Through festivals, concerts, exhibitions, and cultural programs, the partnership offers meaningful opportunities for participation, cultural exchange, and community building. These events not only elevate public appreciation for Arabic traditions but also strengthen Canada's multicultural fabric by promoting diversity, inclusivity, and heritage preservation. By providing platforms for artists, performers, and entrepreneurs, ACCT and TOME are actively contributing to a vibrant, interconnected, and empowered community.



TOME Winter Festival 2025

The Arab Community Centre of Toronto (ACCT) participated in the 2025 Taste of the Middle East Winter Festival, celebrating the richness of Middle Eastern culture through music, food, art, and community engagement. The indoor event welcomed people of all backgrounds and provided a space for cultural connections and celebrations. ACCT hosted an information booth to connect with attendees, promote its programs, and build awareness about newcomer services. The festival was a vibrant reminder of the power of culture to unite communities. ACCT is proud to be part of this inclusive and joyful celebration of heritage and diversity.



IQRAA

Learn & Explore

The Community Connection Department at ACCT hosted a series of Arabic language sessions at the Etobicoke main office. The program engaged children aged 8 to 16 in fun, interactive lessons designed to strengthen their Arabic language skills and deepen their cultural understanding. Activities included learning the Arabic alphabet, days of the week, and exploring moral lessons from Arabic heritage. The sessions emphasized the value of bilingualism and cultural identity, while sparking curiosity and creativity among young learners. This initiative also created opportunities for community engagement, with organizations such as the Arabic Canadian Book Fair and Paradise for Us participating. With limited spots available, the sessions offered a focused and enriching environment for youth to explore the beauty of the Arabic language.



Tzu Chi Back-to-School Drive

In 2024, the Arab Community Centre of Toronto (ACCT) proudly partnered with the Tzu Chi Foundation for the ninth consecutive year to host its annual Back to School Drive. This meaningful collaboration supports newcomers and refugee children by providing them with essential school supplies to help them start the academic year with confidence. Tzu Chi, known for its values of compassion and community care, donated 61 backpacks filled with notebooks, pencils, lunch bags, and other school essentials for Afghan children in ACCT's programs.

This initiative plays a vital role in easing the burden on newcomer families who are often navigating economic hardship while adjusting to life in Canada. The provision of school supplies helps reduce financial stress, allowing parents to focus on other priorities such as employment and settlement. For the children, receiving these backpacks is more than just a material gift. They foster a sense of inclusion, self-worth, and preparedness.

Parents have shared their appreciation, noting how this support gives their children the motivation to succeed and dream beyond their current challenges. Initiatives like this reflect ACCT's commitment to supporting vulnerable families and building community resilience. By working together with partners like Tzu Chi, we continue to create opportunities and hope for newcomer families as they lay the foundation for a brighter future in their new home.





Neighborhood Table Program

In partnership with Neighborhood Table, the Arab Community Centre of Toronto (ACCT) delivered a successful two-week family program centered around Burnhamthorpe Collegiate's Urban Farm. Hosted at St. Philip's Lutheran Church, the initiative welcomed 20 children aged 5-12 and 5 caregivers, offering a meaningful opportunity to connect with nature, learn practical skills, and build community. Participants engaged in hands-on farming activities at Black Creek Community Farm and enjoyed interactive cooking sessions that encouraged healthy eating and cultural sharing.

The program was designed to be inclusive and family-focused, with special activities provided for children under 5. ACCT arranged transportation for the first session and distributed TTC tokens for the second, ensuring accessibility for all attendees. Priority registration was extended to Afghan, Ukrainian, and Sudanese newcomer families, reflecting ACCT's commitment to supporting recently arrived communities. The program fostered learning, wellness, and community engagement in a supportive environment and served as a model for future family-based programming that combines education, inclusion, and fun.

Winter Clothes Drive

In the winter of 2024, the Arab Community Centre of Toronto (ACCT), in partnership with Al Huda Institute, successfully led a Winter Warmth Initiative to support newly arrived families in Canada. With the help of 15 committed volunteers, ACCT coordinated the sorting and personalized distribution of essential winter clothing.

This initiative reached 167 newcomers, providing them with key cold-weather gear such as coats, boots, gloves, hats, and scarves. These items played an important role in helping families adapt to Canada's harsh winter conditions. The effort not only met a critical seasonal need but also contributed to a more comfortable and confident start to life in a new country.



Together We Thrive Art-Based Support Group

In partnership with COSTI, the Arab Community Centre of Toronto (ACCT) collaborated on the Together We Thrive Art-Based Support Group, a unique hybrid program designed to support Muslim women in Ontario who have been impacted by Islamophobia. Funded by Immigration, Refugees and Citizenship Canada (IRCC), the initiative provided a safe and empowering space for newcomer, refugee, immigrant, and permanent resident women aged 18 and over.

Through creative expression such as drawing, journaling, and collage participants explored their experiences, developed coping strategies, and built meaningful connections with others in their community. Each woman received a Creativity Kit and a mindfulness coloring book to support emotional wellbeing and self-reflection beyond the sessions. The program was delivered either virtually or in person, with ACCT supporting participant outreach and providing accessible space as needed. COSTI led facilitation, intake, and evaluation. Together, both organizations contributed to a trauma informed, culturally responsive environment that promoted healing, resilience, and community connection among Muslim women navigating the challenges of Islamophobia.



International Women's Day

This year, ACCT marked International Women's Day with an inspiring event that celebrated the resilience, diversity, and voices of women in our community, especially those who are newcomers and refugees. With over 100 participants, the gathering created a vibrant space for connection, storytelling, and empowerment.

The event focused on the critical themes of mental wellbeing, self-care, and emotional health. Through a series of workshops and group dialogues, attendees explored the value of supportive relationships and prioritizing personal wellness. These sessions fostered meaningful reflection on the challenges women face and the importance of collective healing and growth.



In partnership with our long-standing collaborators at Mabelle Arts, participants engaged in a creative art session that allowed them to express their journeys and emotions visually. The atmosphere was lively and heartfelt, filled with conversations, shared laughter, and new friendships blossoming throughout the day.

Feedback from the attendees was overwhelmingly positive. Many shared how the event made them feel recognized, included, and emotionally uplifted. It reaffirmed the importance of creating spaces where women from all walks of life can feel a sense of belonging and support.

ACCT is proud to continue this annual tradition, which goes beyond celebration it is a moment to uplift each other, embrace community, and recognize the inner strength each woman brings. We are already looking forward to next year's gathering with the same spirit of solidarity, creativity, and empowerment.

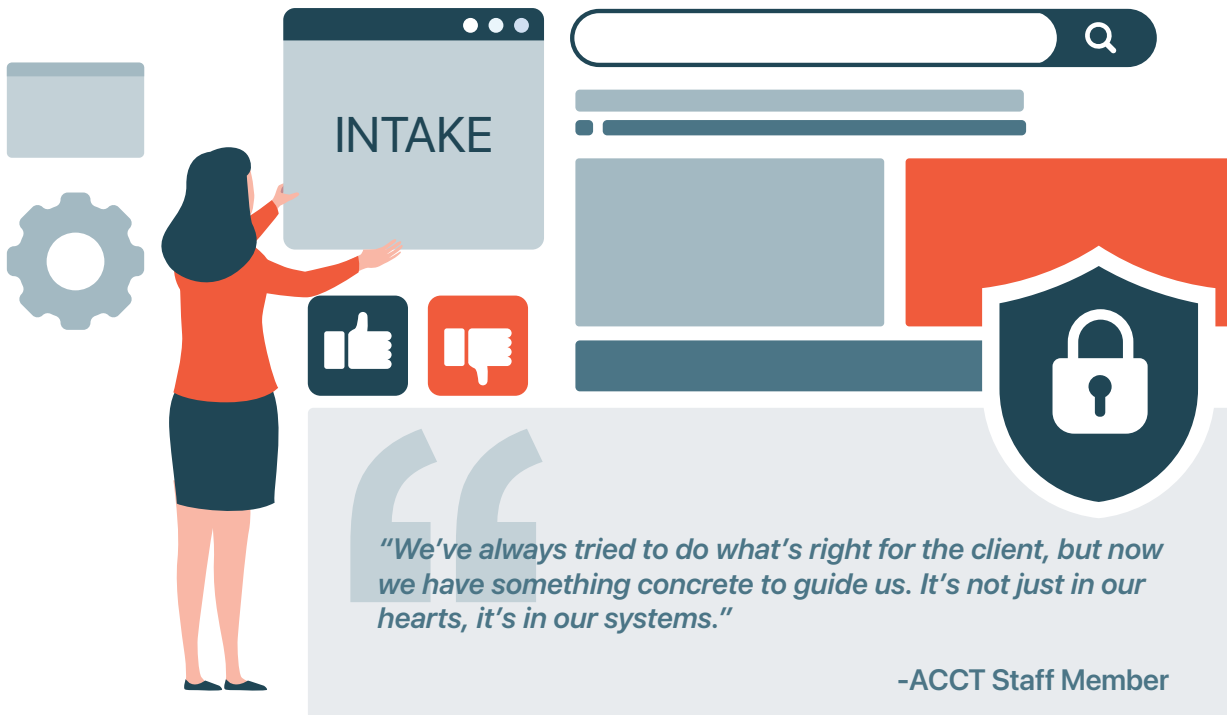
In addition to this celebration, ACCT also hosted a special gathering at our main office to honour the women in our community, with 50 attendees joining the celebration. During this event, we proudly recognized several of our women clients whose stories reflect remarkable resilience and success. These women were awarded for their achievements in building new lives and successfully integrating into Canadian society. Their journeys are a powerful testament to strength, determination, and hope.



SettleFlow: Redesigning Services with Care

When clients come to ACCT, their journeys are rarely simple. They might need immediate help, but they also carry long-term goals and challenges that unfold over time. Recognizing this, we launched SettleFlow last year through funding from the Government of Canada's Community Services Recovery Fund (CSRF). With guidance from consultant Rania Younis, and input from both staff and clients, we designed a service blueprint that mapped the entire experience, from the first step through our doors to the long-term supports that help people build their future.

This year, we began putting that blueprint into action. Staff were trained, new internal tools and guides were introduced, and our processes started to shift to reflect what we heard and learned during the design phase. The results are already showing up in clearer communication between teams, smoother client transitions, and a stronger shared understanding of what it means to deliver services with care and intention.



SettleFlow has always been about more than systems. It is about people. It is about asking the right questions: What gets in the way of a good service experience? What would make it easier, safer, and more respectful for both clients and staff?

Although the project formally concluded on June 30, 2025, its impact continues. SettleFlow has given us the foundation to keep strengthening our service model so it remains more coordinated, more dignified, and more reflective of our values. That is exactly what our community deserves.

SOUTH ETOBICOKE CLUSTER



SE Cluster

South Etobicoke Cluster: Strengthening Local Collaboration

In 2024–2025, ACCT remained an active and committed member of the South Etobicoke Cluster—a network of local agencies working together to address shared priorities and better support the communities of South Etobicoke. Meeting bi-weekly, the Cluster serves as a space to share information, coordinate services, and respond collectively to the needs of our neighbourhoods.

Over the past year, two key priorities shaped our collaborative work: homelessness and anti-Black racism.

On the anti-Black racism front, ACCT continued to contribute to Cluster-wide initiatives and conversations. As a regular participant in the Non-Black Affinity Group, our team engaged in ongoing learning and unlearning around anti-Black racism, reflecting on our roles and responsibilities as allies and identifying actions to advance equity within our work and across the sector.

A highlight of the year was the in-person Cluster gathering in December 2024, hosted at ACCT. The session featured interactive activities—including a Jeopardy-style quiz and an “Asks and Wants” dialogue—that deepened our understanding of local issues, surfaced shared challenges, and strengthened relationships among agencies.

Working alongside such a dedicated group of partners has been both inspiring and energizing. We are proud of what we’ve built together and remain committed to advancing collaborative, equity-focused solutions for the South Etobicoke community.

In response to the housing crisis, ACCT led the development of the SECLASS project (South Etobicoke Coordinated Local Access for Support Services), which aims to improve access to housing and wraparound supports for individuals experiencing or at risk of homelessness. In October 2024, we successfully secured funding from United Way Greater Toronto to launch the initiative on behalf of the Cluster. Planning began in the winter with the onboarding of a consultant tasked with conducting systems mapping, facilitating community engagement, and co-designing a more coordinated and client-centered service model. This foundational work will guide the implementation phase, to be reported on in the upcoming fiscal year.

Revitalizing Our Scarborough Hub: A Welcoming Space for Community Connection

In 2024, with the generous support of the Ontario Trillium Foundation (OTF) and Immigration Refugee and Citizenship Canada (IRCC), ACCT undertook a major renovation of our Scarborough location—transforming it into a safer, more accessible, and more welcoming space for the communities we serve. This Capital Grant project was about more than just improving a building—it was about reaffirming our commitment to newcomer youth, families, and residents who rely on this space for connection, support, and belonging.



Our Scarborough Centre, located in a designated Neighbourhood Improvement Area, had long needed upgrades to better meet the needs of our programs and the people accessing them. The renovations focused on enhancing health, safety, and functionality: we replaced damaged carpet with cleanable vinyl flooring, secured openings to prevent rodent entry, renovated the kitchen and girls' washroom, and gave the space a fresh, bright look with new paint. Accessibility was improved with door replacements and updated entryways. These changes created 1,300 square feet of revitalized space that now supports over 2,500 visitors each year through youth drop-ins, community workshops, and cultural events.

We celebrated this milestone with a Funder Recognition Event in July 2024, where community members, youth, and local partners gathered to express their gratitude to OTF and IRCC. MPP David Smith and MP Salma Zahid were in attendance and spoke powerfully about the vital role ACCT plays in uplifting and supporting the community. Their presence underscored the importance of creating spaces that foster inclusion, opportunity, and belonging for all.

This transformation reflects what's possible when funders invest not just in programs but in the environments that make healing, learning, and empowerment possible. We extend our heartfelt thanks to the Ontario Trillium Foundation and IRCC for believing in the power of place—and in the potential of the people who walk through our doors every day.

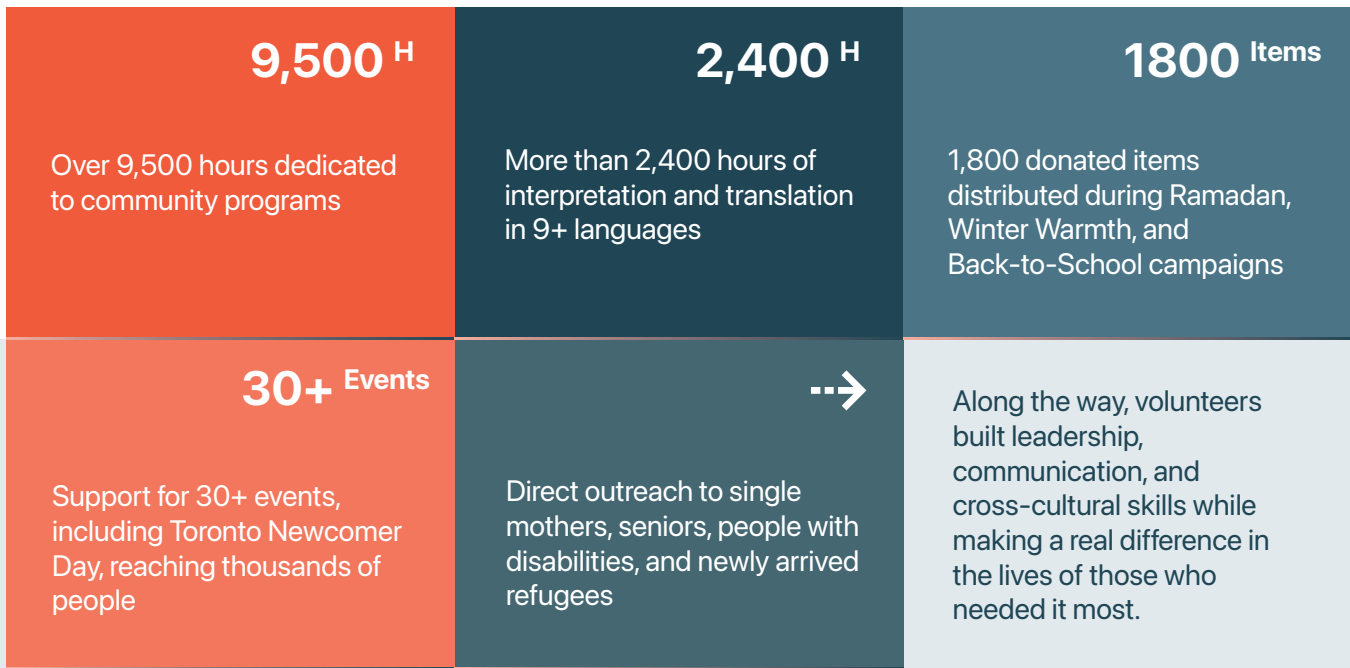


Volunteer Management

The Faces and Hearts of ACCT

In 2024–2025, 126 volunteers and student placements brought their energy, compassion, and commitment to ACCT. From their first day of onboarding to mentorship and training, they found meaningful ways to give back while also gaining workplace experience, transferable skills, and career confidence. For many, ACCT became their very first Canadian work experience, opening doors to jobs both with us and with our partners.

The results of their efforts are inspiring:



“Our volunteers and placements are not only helping us deliver programs, they are building the future of this community,” shared the Volunteer and Placement Coordination Team.

To every volunteer, student, and partner: thank you. Your time, talents, and dedication continue to shape a stronger, more welcoming community. We are forever grateful.



“I believe that choosing the Arab Community Centre in Toronto to do my placement in community service was a successful decision. I participated in many activities that gave me experience in community work and how to provide assistance through the center’s various programs to serve those in need. In addition to the support and encouragement from my supervisors, I found my first job at paramount restaurant, and so I would like to thank my supervisor and officials at the Centre for helping me learn and gain more skills”

-Abdulkadir Hamidoi - Senior Volunteer

• SUCCESS STORY

Zainab Abdulrahimzai

When I arrived in Canada, I struggled to find a job. We were connected to ACCT through a settlement counsellor, and our family became a client of ACCT. As part of their program, ACCT organized a tour of the Toronto Zoo for newcomer clients. During this event, I met an ACCT colleague and inquired about job opportunities. They referred me to Sahar for a volunteer position. Through my volunteer work with ACCT, I gained valuable experience in several areas. I learned how to work with the community and newcomers, conduct needs assessments and manage data entry. I also became familiar with navigating resources for newcomer clients and event planning. ACCT provided me with the experience I needed and offered a strong reference for my first job. Today, I work as an Employment Counsellor with Polycultural Immigration and Community Services. I am grateful to ACCT for their support.



• FINANCIAL STATEMENT

Revenues

Immigration, Refugees and Citizenship Canada

SETTLEMENT PROGRAM - WOSOL PROGRAM - JOSOOR PROGRAM

\$2,651,578 - 62.1%

City of Toronto

TYJC - CSP - TORONTO ARTS COUNCIL - INVESTING IN NEIGHBORHOODS - CLIMATE ACTION FUND

\$566,239 - 13.3%

Ministry of Children, Community and Social Services

YOUTH VIOLENCE

\$232,022 - 5.4%

Ministry of Labour, Immigration, Training and Skills Development

\$195,170 - 4.6%

Employment and Social Development Canada

YOUTH EMPLOYMENT AND SKILLS STRATEGY - CANADA SUMMER JOBS - NEW HORIZONS FOR SENIORS

\$162,778 - 3.8%

ISED-C-SUCCESS

(INNOVATION, SCIENCE, AND ECONOMIC DEVELOPMENT CANADA-UNITED CHINESE COMMUNITY ENRICHMENT SERVICES SOCIETY)

\$141,533 - 3.3%

Ontario Trillium Foundation (OTF)

\$107,087 - 2.5%

Toronto Foundation

\$75,234 - 1.8%

Other receipts

\$109,312 - 2.5%

Other grants

\$11,119 - 0.3%

Canadian Race Relations Foundation (CRRF)

\$8,000 - 0.2%

United Way Greater Toronto (UWGT)

\$7,256 - 0.2%

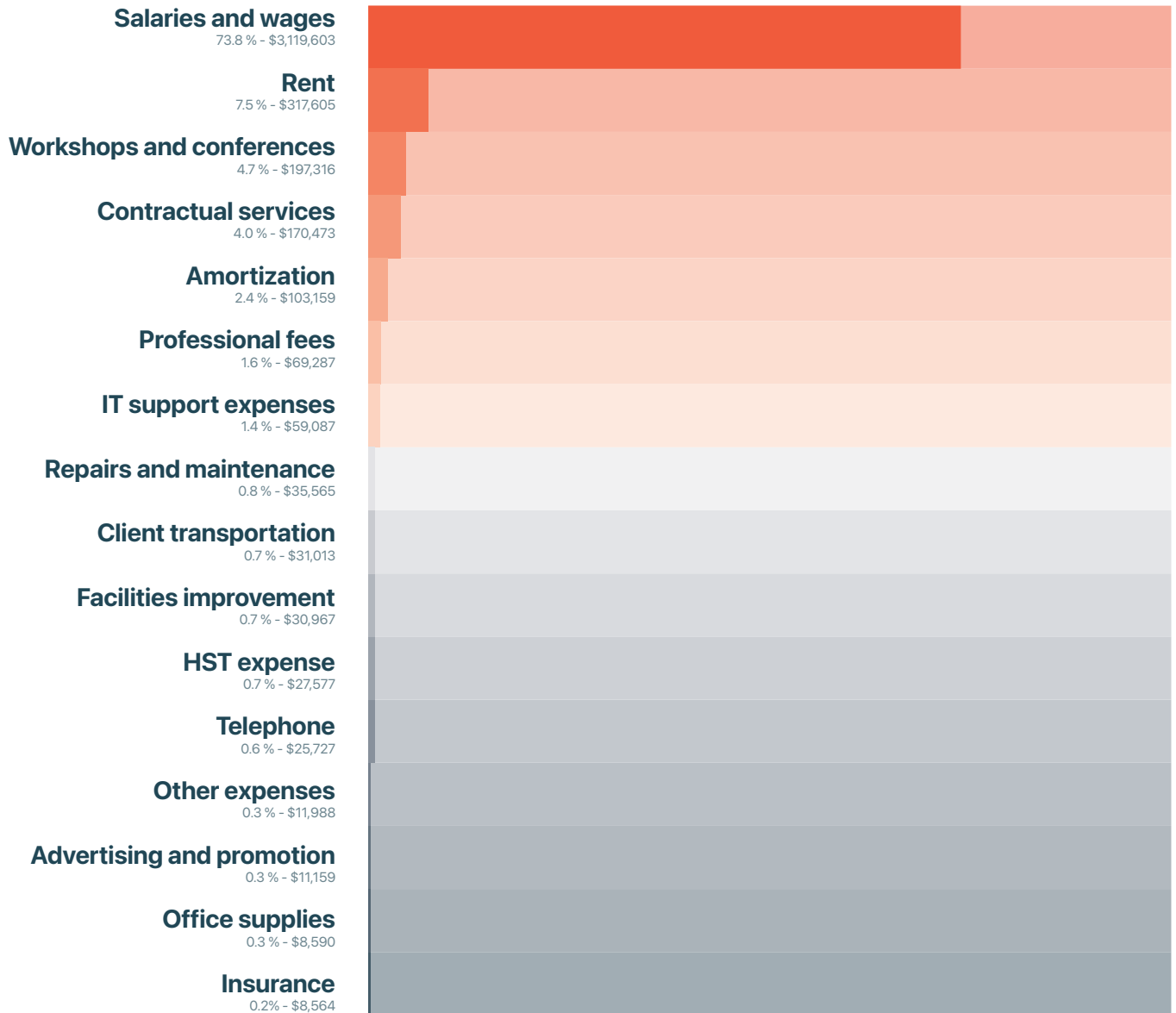


\$ 4,267,328

Total Revenues

• FINANCIAL STATEMENT

Expenses




\$ 4,227,680
 Total Expenses

Excess of revenues over expenses
\$ 39,648

*Based on Audited Financial Statements for Fiscal Year 2024-2025

Partnerships & Collaborations

SE Coordination Cluster

SE ABR Non-Black Affinity Group



Our Funders

Funded by:

Financé par :



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

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Financé par le Gouvernement du Canada



Employment and Social Development Canada

Emploi et Développement social Canada



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