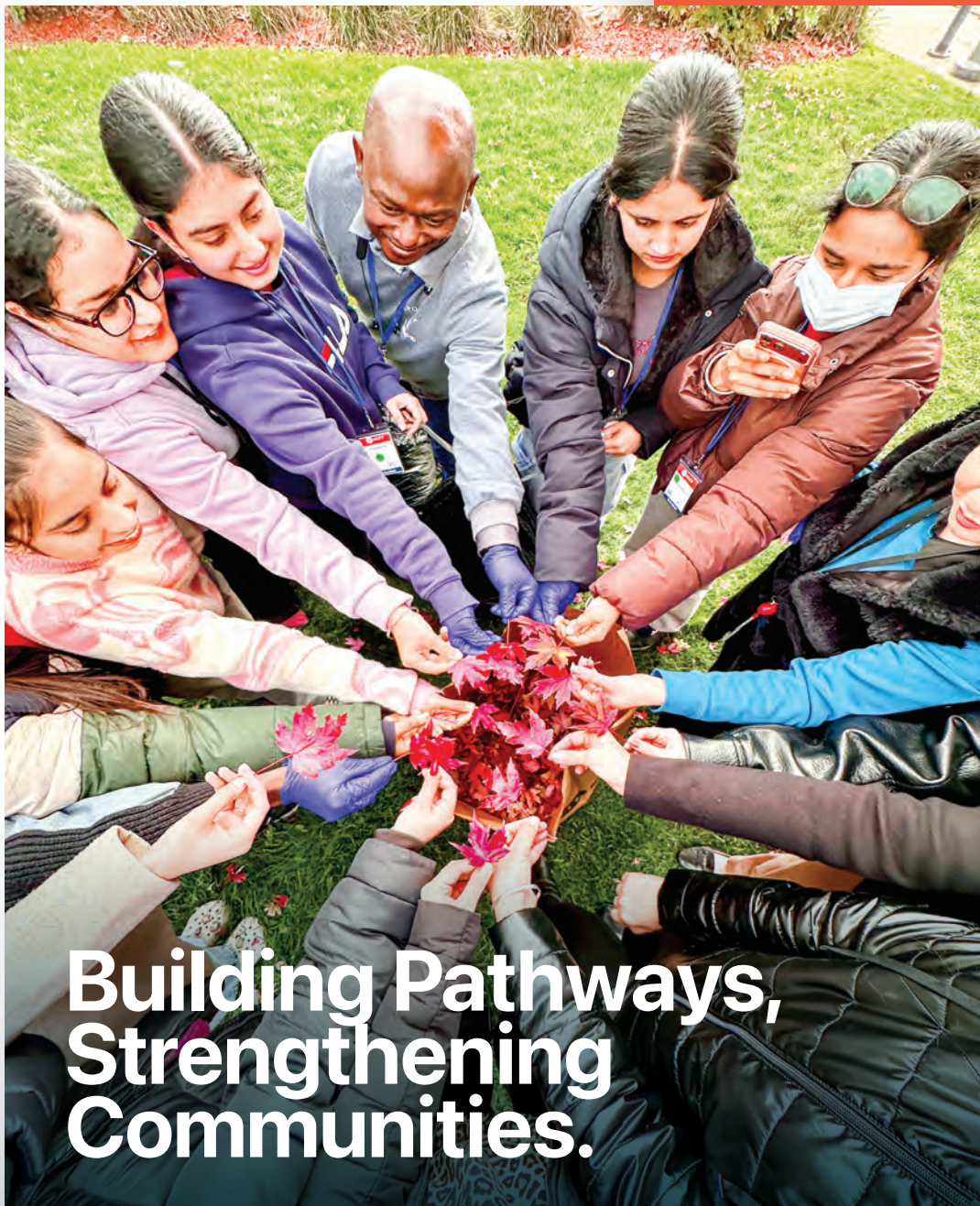




25 Annual 26 Report

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



**Building Pathways,
Strengthening
Communities.**

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.

Every service is as unique as the communities we serve.

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



25 Annual 26 Report

—
**Building Pathways,
Strengthening
Communities.**



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Leadership Message

Every annual report includes numbers. The number of newcomers welcomed. The number of families supported. The number of youth who found employment. The number of seniors who found connection. The number of people who came through our doors looking for guidance.

Those numbers matter. But they only tell part of the story.

As you read this report, we hope you'll look beyond the numbers. Every program, partnership, and initiative represents people who came to ACCT looking for support, guidance, and opportunities to move forward.

This is what ACCT is all about.

This past year reminded us that while the world around us continues to change, our purpose remains the same. Across Canada, the settlement sector continued to respond to a changing landscape. Lower immigration targets led to funding adjustments, while demand for services remained high. At the same time, newcomers and many Canadian families faced rising housing costs, affordability pressures, and ongoing economic uncertainty. Like many organizations, we were challenged to meet increasing needs while making the best use of limited resources.

Throughout the year, we continued building new pathways for the people we serve. We expanded opportunities for youth, strengthened settlement and mental health supports, secured new funding, deepened community partnerships, and began developing ACCT's next strategic plan. We also invested in our people, governance, and organizational capacity to ensure we can continue responding to the changing needs of our community and the people we serve.

This year also marked an important transition in the leadership of our Board of Directors. Following our Annual General Meeting, we welcomed Inji Mekhemer as President, Jihad Aliweiwi as Vice President, and Ayman Radwan as Treasurer/Secretary. We also welcomed Ahmed Hafez, Sara Almadhoun, Amal Alloush, and Walid Batrawi to the Board. We look forward to the leadership, experience, and fresh perspectives they bring as ACCT continues to grow. At the same time, we extend our sincere thanks to Fathi Abu Farah and Richard Szudy, who completed their terms after years of dedicated service. Their commitment and thoughtful leadership helped shape the organization we are today.

Another significant development this year was the certification of UFCW Local 175 as the bargaining agent for our employees. We respect the decision made by our staff and look forward to working together in a spirit of collaboration, mutual respect, and shared purpose. Our employees are the heart of ACCT, and we remain committed to fostering a workplace where they feel valued, supported, and equipped to continue making a difference in the lives of those we serve.

As we look ahead, we remain committed to building pathways, strengthening communities, and ensuring that every person who walks through our doors has the support they need to thrive and belong.

None of what we accomplished this year would have been possible without the dedication of our staff, volunteers, Board members, funders, community partners, and everyone who continues to believe in our mission. Most importantly, we thank the individuals and families who place their trust in ACCT. It is a privilege to support them as they build new lives, create new opportunities, and strengthen our communities.

Thank you for your continued trust, partnership, and support.



Inji Mekhemer

President



Dima Amad

Executive Director

Board Members

Inji Mekhemer

President

Jihad Aliweiwi

Vice President

Ayman Radwan

Treasurer/Secretary

Nawal Al-Busaidi

Member

Bilal Hamadah

Member

Ahmed Hafez

Member

Sara Almadhoun

Member

Amal Alloush

Member

Walid Batrawi

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.

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's empowerment, youth skilling, and employment.

Values



Respect for privacy
and confidentiality



Efficiency and
effectiveness



Innovation



Diversity, inclusion
and accessibility



Transparency and
integrity



Quality and
excellence



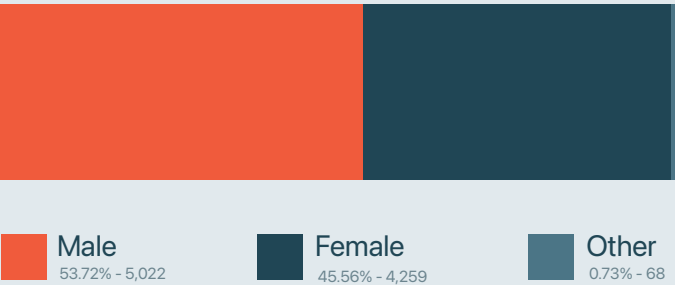
Volunteerism



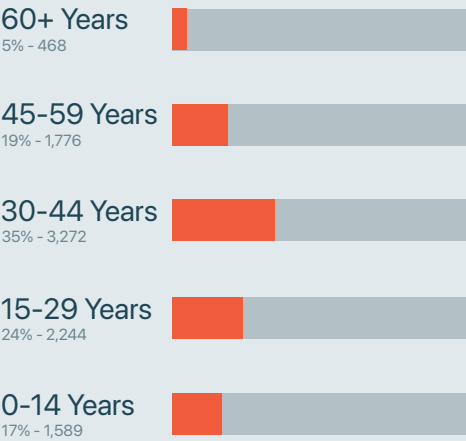
Caring and
compassion

Impact and Reach

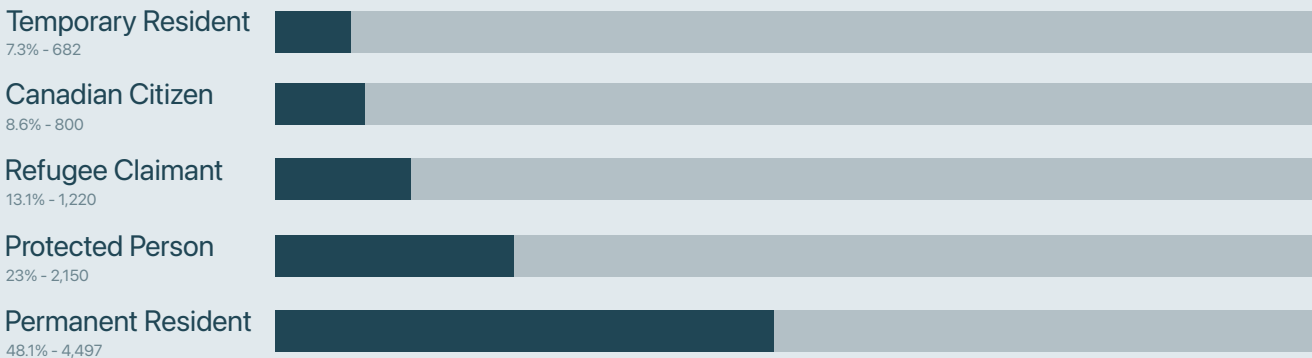
Gender



Age



Immigration Status



Top 10 Countries of Origin

- 
- A world map with a light gray background. Red dots of varying sizes are placed on the map to represent the top 10 countries of origin. The dots are concentrated in the Middle East, North Africa, and parts of Europe and Asia. The size of each dot corresponds to its rank in the list.
- 1 Syria
 - 2 Afghanistan
 - 3 Sudan
 - 4 Iraq
 - 5 Nigeria
 - 6 Jordan
 - 7 Eritrea
 - 8 Türkiye
 - 9 Yemen
 - 10 Egypt

Top 10 languages

- | | | | | |
|--------------|---------------|---------------|--------------|--------------|
| 1
Arabic | 2
Dari | 3
Yoruba | 4
Turkish | 5
English |
| 6
Amharic | 7
Assyrian | 8
Tigrinya | 9
French | 10
Pashto |

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

As newcomer needs continued to evolve throughout the year, ACCT remained a trusted first point of contact for individuals and families building new lives in Canada. Through a flexible combination of in-person, virtual, and telephone services, our Settlement Counsellors provided personalized support to help newcomers navigate every stage of their settlement journey.

Housing affordability, employment, access to government benefits, language training, and mental health remained among the most pressing concerns for many of the people we served. In response, our team worked closely with each client to develop individualized settlement plans, connect them with appropriate resources, and provide ongoing support as their needs changed.

Beyond one-on-one counselling, ACCT expanded opportunities for newcomers to build skills, confidence, and community through workshops, information sessions, English Conversation Circles, and programs for women, youth, and seniors. Demand also remained high for citizenship preparation, permanent resident renewal support, and assistance navigating government systems and financial benefit programs.

Our integrated approach, supported by interpretation, translation, digital navigation, transportation, and short-term counselling, ensured that clients could access the services they needed in a way that was responsive, culturally appropriate, and accessible.

At its core, settlement is about more than connecting people to services. It is about helping newcomers build confidence, establish meaningful connections, and create a strong foundation for their future in Canada. That commitment continues to guide our work every day.

 **6,497**
Clients

 **6,700**
Needs Assessments

Newcomer Settlement Program

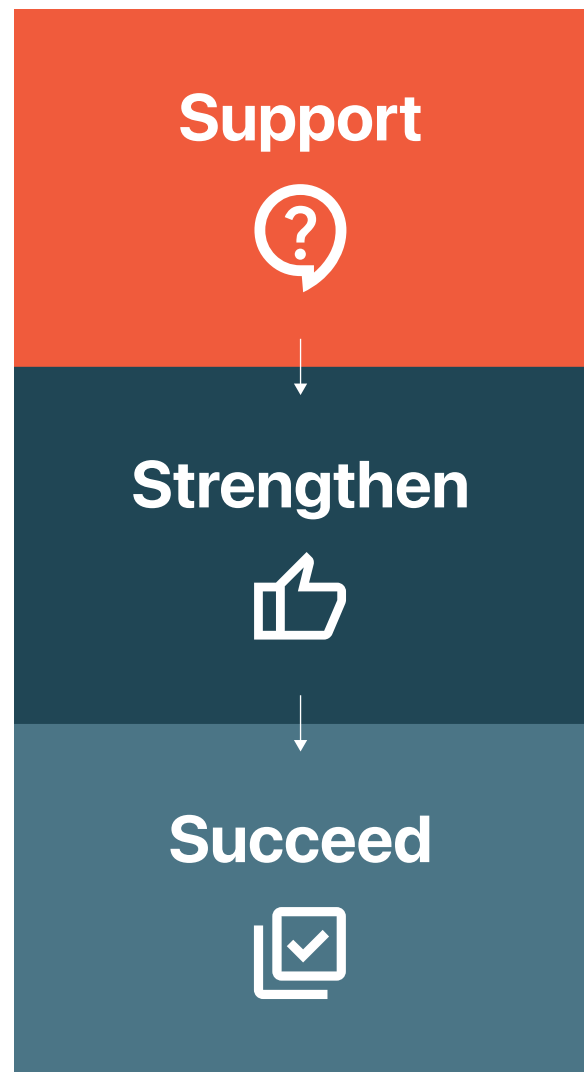
Building a successful life in Canada often begins with having the right support at the right time. Through the Newcomer Settlement Program (NSP), ACCT helps bridge service gaps by assisting refugee claimants, international students, temporary residents, and Canadian citizens who are not eligible for federally funded settlement services.

Throughout the year, our team provided personalized support through in-person, virtual, and telephone appointments. Clients received assistance with housing, employment, education, government applications, benefits, and referrals to community resources, helping them navigate challenges and move forward with confidence.

In addition to one-on-one support, the program delivered practical workshops on employment, résumé writing, LinkedIn, financial literacy, housing, digital skills, and accessing community services. These sessions equipped participants with the knowledge and practical tools needed to build independence and successfully navigate life in Canada.

By providing flexible and accessible services, the NSP continues to play an important role in ensuring that newcomers, regardless of their immigration status, have the support they need to build successful and connected lives.

 **2,542**
Clients



Building Skills for Citizenship and Communication

Becoming a Canadian citizen is an important milestone in a newcomer's journey. Throughout the year, ACCT's Citizenship Preparation Classes helped participants build the knowledge and confidence needed to take that next step.

Delivered twice a week in a flexible hybrid format, the classes provided practical guidance on Canada's history, geography, government, rights, responsibilities, and the citizenship process. Beyond preparing participants for the citizenship test, the program created an engaging learning environment where newcomers could ask questions, share experiences, and develop a deeper understanding of life in Canada.

To support learning, participants completed practice quizzes and mock exams that helped reinforce key concepts and build confidence ahead of their test. The continued success of our participants reflects both their commitment and the dedication of our staff in creating a welcoming and supportive learning environment.

 **60**
Classes

 **400**
Clients Attended



English Conversation Circles

Strong communication skills are essential for building confidence, independence, and meaningful connections in a new community. ACCT's English Conversation Circles provided newcomers with a welcoming and supportive environment to practise conversational English while building relationships with others facing similar experiences.

Throughout the year, participants joined English Conversation Circles offered in English/Arabic, English/Dari, and English/Turkish. Led by multilingual facilitators, the sessions explored practical topics such as workplace communication, healthcare, community services, and everyday life in Canada. The ability to ask questions and receive clarification in participants' first language created a comfortable learning environment and encouraged active participation.

More than language classes, the Conversation Circles helped newcomers gain confidence, reduce social isolation, and develop the communication skills needed to participate more fully in their communities.

• ARABIC SPEAKERS

• DARI SPEAKERS

• TURKISH SPEAKERS

 **63**
Sessions

 **483**
Clients Attended





Employment Services & Career Café

Building Pathways
to Employment

Finding meaningful employment remains one of the biggest priorities for many newcomers. Through ACCT's Career Café and Employment Services, participants received practical support to help them navigate the Canadian labour market, strengthen their job search skills, and move closer to their employment goals.

Throughout the year, workshops covered topics such as résumé and cover letter writing, interview preparation, LinkedIn profile development, networking, workplace communication, and effective job search strategies. Participants also had opportunities to learn about career pathways in sectors including healthcare, education, information technology, and customer service.

Delivered in both in-person and virtual formats, the sessions provided newcomers with practical tools, labour market information, and opportunities to connect with employers and industry professionals. By building confidence, expanding professional networks, and improving job readiness, the program helped participants take meaningful steps toward sustainable employment and long-term career success.

 **38**
Workshops

 **569**
Clients Attended





Wellness
Hub

Supporting Mental Health and Well-Being

Good mental health is an important part of successful settlement. Throughout the year, ACCT's Wellness Hub continued to provide newcomers with a safe, supportive, and culturally responsive space to address the emotional challenges that can accompany starting a new life in Canada.

As demand for mental health services continued to grow, our Well-being Counsellors supported individuals and families facing a wide range of challenges, including trauma, family conflict, domestic violence, separation, parenting concerns, and child protection matters. Through one-on-one counselling, virtual and in-person sessions, and referrals to specialized community services, clients received the support they needed to navigate difficult situations and move forward with confidence.

The Wellness Hub also delivered interactive workshops on topics such as stress management, emotional well-being, healthy relationships, parenting, self-esteem, and building healthy coping strategies. These sessions provided participants with practical tools while creating opportunities to connect with others, share experiences, and reduce feelings of isolation.

By providing compassionate, culturally informed support, the Wellness Hub continues to help newcomers strengthen their well-being, build resilience, and feel more connected to their families and communities.



74

Sessions



320

Clients Attended





Building Digital Skills and Confidence

Technology has become an essential part of everyday life, from accessing government services and healthcare to searching for employment and staying connected with family and community. Through the CLICK Program, ACCT continued to help newcomers, seniors, and youth develop the digital skills needed to navigate today's increasingly online world with confidence.

Throughout the year, participants received practical, hands-on training in areas such as completing online forms, using government websites, creating and managing email accounts, conducting safe online searches, and recognizing online scams. Workshops were tailored to meet the needs of different groups, with seniors receiving support to build confidence using smartphones and digital devices, while newcomers and youth focused on accessing online services, job search tools, and community resources.

By improving digital literacy and online safety, the CLICK Program helped participants become more independent, better connected, and more confident using technology in their daily lives.

 **22**
Workshops

 **170**
Clients Attended





Connecting Newcomers Through Information and Community

 **30**
Workshops

 **450**
Clients Attended

Access to accurate information is essential for newcomers as they settle into life in Canada. Throughout the year, TawasolChat continued to provide a welcoming space where participants could learn about important settlement topics, ask questions, and connect with others navigating similar experiences.

Delivered in both in-person and virtual formats, the sessions covered a wide range of practical topics, including housing, education, healthcare, legal rights, financial literacy, and government benefits such as the Canada Child Benefit and the Ontario Electricity Support Program. By providing timely, reliable, and easy-to-understand information, TawasolChat helped participants make informed decisions, access available supports, and navigate their settlement journey with greater confidence.

Beyond sharing information, the program fostered meaningful connections, encouraged peer learning, and strengthened participants' sense of belonging within their communities.



Supporting Families Through Humanitarian Special Measures

As conflicts around the world continued to displace families and create uncertainty, ACCT remained a trusted source of information and support for individuals seeking to reunite with loved ones through Canada's Humanitarian Special Measures.

Throughout the year, our team provided information sessions, one-on-one consultations, document reviews, and application support to help families navigate complex immigration processes. While the program initially focused on those affected by the conflicts in Gaza and Sudan, ACCT also assisted clients seeking support under special measures for Afghanistan, Ukraine, Iran, and Lebanon.

Working closely with community organizations, legal service providers, and certified translators, we helped clients understand changing program requirements, prepare documentation, and access the resources needed to move their applications forward. Partnerships with organizations such as the Sudanese Association, Access Alliance, PCAN, Skills for Change, and local school boards strengthened our ability to respond quickly and provide coordinated support to affected communities.

For many families, these services represented more than assistance with an application. They offered guidance during times of uncertainty and hope for reunification with loved ones.

**Navigating
Documentation
& Applications**



**Help to Find
Housing**



**Interpretation/
Translation**



**Employment
Services**



**Referral to
Specialized
Services**



**Mental Health
and Social
Support**



WES Gateway Program: Opening Doors Through Credential Recognition

For many newcomers, having their education recognized is an important step toward rebuilding their careers in Canada. Through ACCT's partnership with the WES Gateway Program, clients who are unable to obtain official academic documents from their home countries continued to access an alternative pathway for credential evaluation.

Throughout the year, our settlement team supported clients by providing one-on-one guidance, multilingual assistance, and information sessions to help them navigate the application process with confidence. These services enabled participants to pursue employment opportunities, continue their education, and work toward professional licensing in Canada.

The program continued to support eligible individuals from Afghanistan, Eritrea, Iraq, Palestine, Sudan, Syria, Türkiye, Ukraine, and Venezuela, helping remove barriers to credential recognition and creating new opportunities for newcomers to achieve their career and education goals.

• SUCCESS STORY

Rebuilding a Future Through Education

After arriving in Canada from Gaza, one participant was uncertain whether her education would be recognized and if she would be able to continue her career. With support from ACCT and the WES Gateway Program, she completed her credential evaluation and successfully applied to a college program that builds on her previous studies. Today, she is continuing her education and taking the next step toward rebuilding her future in Canada.

 **441**
Clients Served





• SUCCESS STORY

Rebuilding a Career in Canada

A newcomer from Tunisia arrived in Canada with years of experience as a pharmacist but faced the challenge of having his credentials recognized. Through personalized support from ACCT, he completed his WES credential evaluation and began the process of obtaining professional licensure.

While pursuing accreditation, he secured employment as a Pharmacy Assistant, allowing him to gain valuable Canadian work experience and remain active in his profession. His journey reflects how the right guidance and determination can help internationally trained professionals rebuild their careers and contribute their skills to Canada's workforce.

Path2Profession

Exploring Education and Career Pathways

Choosing the right education and career pathway can be challenging for newcomers as they adjust to a new country. Through the Path2Profession program, ACCT helped participants better understand the opportunities available to them and develop realistic plans to achieve their academic and professional goals.

Throughout the year, participants attended interactive workshops covering credential evaluation, postsecondary education, bridging programs, advanced language training, financial aid, professional licensing, and career opportunities across a range of sectors, including healthcare, engineering, accounting, skilled trades, and information technology. The program also introduced participants to community resources and practical tools to support informed decision-making.

By increasing awareness of education and career pathways, Path2Profession gave participants the confidence to take meaningful next steps, whether applying to college, pursuing professional licensing, or exploring new career opportunities in Canada.

 **14**
Sessions

 **120**
Clients Attended



• SUCCESS STORY

One participant from Turkey arrived in Canada with a background in accounting but was unsure how her education and professional experience would translate into the Canadian job market. Through Path2Profession, she learned about credential recognition, education options, and pathways to continue her career in accounting.

With renewed confidence and a clearer direction, she completed her credential assessment and enrolled in an accounting program to strengthen her qualifications in Canada. What once felt like starting over became an opportunity to build on the career she had already worked hard to create.

"I was worried that everything I had achieved in Turkey would be left behind. Path2Profession helped me see that my experience still has value. Now I have a clear path forward and feel hopeful about continuing my accounting career in Canada."

Digital Literacy and Afghan Welcome Network

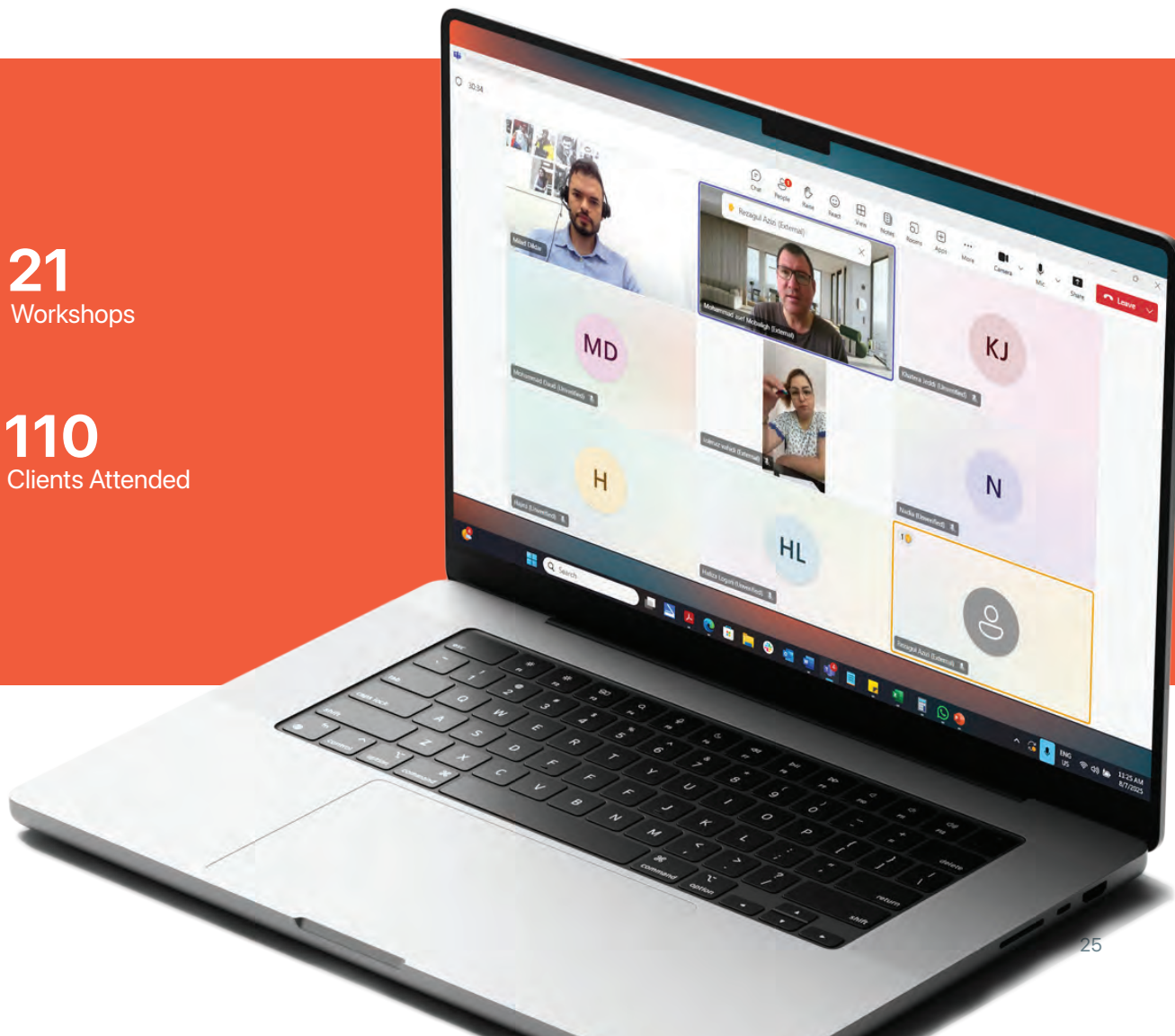
Building confidence and independence is an important part of the settlement journey. Through the Digital Literacy and Afghan Welcome Network programs, ACCT supported Afghan newcomers by providing practical skills, reliable information, and opportunities to connect with their new communities.

Participants developed essential digital skills such as using email, accessing online services, completing applications, searching for employment, and navigating the digital tools needed for everyday life in Canada. Alongside digital literacy, the Afghan Welcome Network offered culturally responsive workshops that helped participants better understand Canadian systems, access settlement and community resources, and build meaningful social connections.

Together, these programs equipped participants with the knowledge, confidence, and support needed to navigate their new environment and build successful, connected lives in Canada.

 **21**
Workshops

 **110**
Clients Attended





Supporting Newcomer Women

The Amal Project continued to provide newcomer women with a welcoming and supportive space to build connections, access information, and strengthen their confidence as they settled into life in Canada.

Throughout the year, participants took part in a series of workshops and community activities covering topics such as financial literacy, employment readiness, healthcare, mental well-being, English language development, and intercultural understanding. Delivered through a combination of virtual sessions, in-person workshops, and community outings, the program provided opportunities for women to learn new skills, share experiences, and build meaningful relationships.

Community cooking events, wellness discussions, and cultural excursions encouraged social connection while helping participants become more familiar with Canadian society and Indigenous history and culture. The program also introduced women to local services and resources, equipping them with practical knowledge to support their settlement journey.

By creating opportunities to learn, connect, and grow together, the Amal Project helped reduce social isolation, strengthen participants' confidence, and support their successful integration into their new communities.



Building Bridges

Indigenous-Newcomer Connections

Building meaningful relationships between newcomers and Indigenous communities is an important part of fostering understanding, respect, and belonging. Throughout the year, ACCT continued to create opportunities for newcomers to learn about Indigenous histories, cultures, traditions, and contemporary experiences through a variety of educational and cultural activities.

Participants explored Indigenous art and storytelling during a visit to the Royal Ontario Museum, learned about Indigenous leadership and resilience through an International Women's Day event featuring an Indigenous guest speaker, and took part in a traditional cooking session led by an Indigenous chef. Youth also visited the Toronto Botanical Garden, where they learned about Indigenous plants and the cultural significance of native species.

These experiences were complemented by workshops and discussions that encouraged dialogue, reflection, and a deeper understanding of Indigenous Peoples, their histories, and their ongoing contributions to Canada. By bringing people together through shared learning and cultural exchange, the initiative helped strengthen relationships, promote reconciliation, and build a greater sense of connection within our diverse communities.

 **25**
Sessions

 **426**
Clients Attended



TechBridge

Connecting Newcomers Through Technology

Technology plays an essential role in everyday life, from accessing government services and healthcare to finding employment and staying connected with the community. Through the TechBridge program, ACCT helped newcomers build the digital skills and settlement knowledge needed to navigate life in Canada with greater confidence.

Throughout the year, participants learned how to access online services, use digital tools, apply for government programs and benefits, and better understand Canadian systems and community resources. The sessions also explored topics such as cultural awareness, everyday life in Canada, and available settlement supports, helping newcomers become more informed, connected, and independent.

By combining settlement information with practical digital literacy skills, TechBridge equipped participants with the confidence to access services, overcome everyday challenges, and participate more fully in their communities.

 **25**
Sessions

• SUCCESS STORY

Building Confidence Through Connection

After arriving in Canada from Syria as a refugee claimant, Jima was looking for guidance as she adjusted to a new country while raising her daughter. Through the TechBridge program, she learned how to access online services, navigate government programs, and better understand Canadian systems and culture.

Just as importantly, the program gave her the opportunity to connect with other newcomers, build friendships, and feel more engaged in her community. Today, Jima is more confident using digital tools, accessing available services, and navigating everyday life in Canada.





Supporting Newcomer & Vulnerable Seniors

Staying connected and informed is essential to healthy aging, particularly for seniors adapting to life in a new country. Throughout the year, ACCT's Aman Program continued to support newcomer seniors, many of whom face social isolation, language barriers, financial hardship, and other challenges that increase their vulnerability. The program provided opportunities to build friendships, learn new skills, and access the information and supports they need to remain active and engaged members of their communities.

Aman offered a wide range of workshops and activities focused on elder abuse prevention, financial literacy, digital skills, community resources, healthy aging, and access to government benefits and services. Interactive sessions helped participants build confidence using technology, better understand available supports, and navigate everyday life with greater independence.

Aman also placed a strong emphasis on promoting safety and well-being. Workshops on elder abuse awareness helped participants recognize the signs of abuse, understand their rights, and learn where to seek support if needed. Cultural celebrations, community outings, and social activities further strengthened relationships, reduced isolation, and fostered a greater sense of belonging.

By creating opportunities to learn, connect, and support one another, the Aman Program continues to help newcomer seniors lead healthier, more connected, and independent lives.

The Aman Program is made possible through the generous support of the City of Toronto Community Service Partnership (CSP) and the New Horizons for Seniors Program (NHSP). We thank both funders for their continued investment in improving the well-being of newcomer seniors.



 **35**
Sessions

 **78**
Clients Attended

Youth Program

Creating Opportunities for Newcomer Youth



The ACCT Youth Program continued to provide newcomer and refugee youth with a safe, welcoming space to connect, build confidence, and develop the skills needed to succeed in Canada. Through a wide range of educational, recreational, and leadership activities, youth strengthened their sense of belonging while building meaningful friendships and connections within their communities.



Throughout the year, participants took part in weekly drop-in sessions, workshops, cultural celebrations, community outings, and creative activities designed to support personal growth, mental well-being, and social inclusion. Programs explored topics such as postsecondary education, leadership, cultural identity, digital literacy, and healthy relationships, while encouraging youth to express themselves, develop new skills, and engage with their peers.



Community partnerships also created opportunities for youth to participate in unique experiences, including visits to the Gardiner Museum, the Toronto Botanical Garden, and Centre Island, as well as community events celebrating cultural diversity and Indigenous learning. These experiences encouraged curiosity, teamwork, and a stronger connection to the communities they now call home.

Perhaps the greatest measure of the program's impact is the relationships it helped build. During a year-end celebration, one participant reflected on the highlight of his year by saying:

"The best thing that happened to me this year was meeting Ahmed, who is now my best friend."



It is moments like these that remind us the Youth Program is about more than activities. It is about creating a place where newcomer youth feel welcomed, connected, and supported as they build their future in Canada.



215
Sessions



753
Youth Participated



ComKids Digital Literacy Program

In partnership with ComKids, ACCT continued to deliver digital literacy programming that equipped newcomer youth with the knowledge and tools needed to succeed in an increasingly digital world.

Participants explored topics such as online safety, cyberbullying prevention, digital citizenship, privacy, healthy technology use, and responsible social media engagement. The program also helped youth strengthen essential digital skills that support their education, employment, and everyday lives.

Upon successfully completing the program, each participant received a new laptop, providing them with the technology needed to continue learning, stay connected, and pursue future opportunities.



30

Youth Attended



30

Laptops



TYJC

Toronto Youth Job Corps Building Skills, Confidence, and Career Pathways

Funded by Service Canada and the City of Toronto, the Toronto Youth Job Corps (TYJC) continues to help youth facing barriers to employment gain the skills, experience, and confidence needed to build successful careers.



Throughout the year, TYJC supported young people through a comprehensive model that combines employment readiness training, life skills development, mental health supports, workplace certifications, community projects, mentorship, and paid job placements. By tailoring support to each participant's goals and strengths, the program helps youth move toward employment, education, or further training with greater confidence and direction.



A key strength of TYJC is its three-phase approach. Participants begin by building essential workplace and life skills, apply those skills through community-based projects with local non-profit organizations, and then gain valuable hands-on experience through paid job placements with employer partners across a variety of sectors. This combination of learning and real-world experience helps participants build confidence while developing the practical skills employers are looking for.



Throughout the year, youth contributed to community initiatives including food bank support, event planning for Toronto's Nuit Blanche, fundraising activities, and the development of employment resources for other young job seekers. These experiences strengthened leadership, teamwork, and community engagement while reinforcing the importance of giving back.

The impact of TYJC extends beyond employment outcomes. Participants leave the program with stronger communication skills, increased self-confidence, expanded professional networks, and a clearer understanding of their career pathways. Many continue into employment, while others pursue postsecondary education or additional training.



 **80**
Youth Participated

 **54**
Youth Were Hired
or Returned to School

 **180**
Workshops

 **50**
Employer and
Placement Partners

• SUCCESS STORY

From Opportunity to Employment

Narwan Noorzai joined TYJC determined to build her skills and take the next step in her career. Throughout the program, she completed employment readiness training, participated in workshops, and successfully completed a paid job placement that matched her interests and career goals.

With individualized coaching, résumé support, interview preparation, and ongoing mentorship, Narwan developed the confidence and workplace skills needed to succeed in a professional environment. Her dedication and strong performance during her placement ultimately led to a full-time job offer with her employer.

Narwan's journey reflects the impact of TYJC in helping youth gain practical experience, build confidence, and successfully transition into long-term employment.

"The TYJC program helped me improve my confidence, strengthen my professional skills, and successfully secure a job placement."

— Narwan Noorzai





Engage Excel Empower

Funded by Employment and Social Development Canada through the Youth Employment and Skills Strategy, E3: Engage • Excel • Empower continued to support youth aged 15 to 30 who were not in school or employment and faced barriers to entering the workforce. Through employment readiness training, individualized coaching, and paid work placements, the program helped participants build confidence, develop workplace skills, and prepare for meaningful employment.

Throughout the year, 23 youth participated in the program, receiving training in résumé and cover letter writing, interview preparation, workplace communication, digital skills, goal setting, and job search strategies. Participants also received individualized supports, including transportation assistance, work clothing, grocery supports, and one-on-one coaching to help remove barriers to participation and employment.



60

Hours of Paid
Pre-Employment



10

Week Paid Work
Placements

Working closely with employers across the private and non-profit sectors, the program provided 16 youth with 10-week paid work placements, giving participants valuable Canadian work experience while helping them develop the skills and confidence needed to succeed in the workplace. By the end of the program, participants had secured employment, returned to education or training, or continued working with ACCT to pursue their career goals.

Although small in size, E3 continues to demonstrate the impact of individualized support, strong employer partnerships, and practical work experience in helping youth build brighter futures.





WOSOOL

One Year Later From Project to Practice

Some projects end when the funding ends. WOSOOL kept the conversation moving.

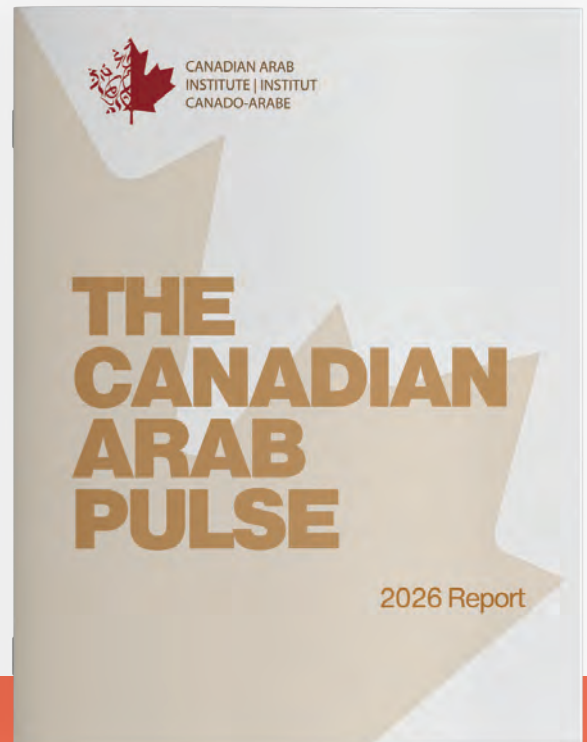
Although the project formally concluded in 2024, its impact continued throughout 2025–2026 as ACCT integrated its learning, resources, and partnerships into ongoing sector work. Originally developed to better understand and address anti-Arab racism in settlement services, WOSOOL continues to support conversations about equity, inclusion, and culturally responsive service delivery across the immigrant-serving sector.

This year, ACCT presented WOSOOL at the 2025 OCASI Professional Development Conference, where frontline staff, managers, and sector leaders explored practical approaches to recognizing and addressing anti-Arab racism in their organizations. Through interactive discussions and reflective activities, participants examined the project's research findings and considered how anti-racist practices can be embedded into everyday service delivery.



WOSOOL's impact also extended beyond professional development. This year, its research and resources were featured in the 2026 Arab Pulse Report, published by the Canadian Arab Institute, reinforcing the project's contribution to national conversations on equity, belonging, and the experiences of Arab Canadians.

One year later, WOSOOL has evolved from a funded project into an ongoing resource that continues to inform professional development, strengthen partnerships, and support more inclusive settlement services. It is a reminder that meaningful change happens when research is translated into action and learning becomes part of everyday practice.





The HalfTime Project, funded through the Youth Violence and Human Trafficking Prevention Program (YVHTPP) of the Ministry of Children, Community and Social Services (MCCSS) and delivered in partnership with Say Somaali, provides culturally responsive support to Black and racialized youth aged 15 to 24 living in Etobicoke. Through mentorship, leadership development, academic support, employment readiness, and individualized case management, the program helps young people build positive pathways while reducing the risk of violence, exploitation, and human trafficking.



Throughout the year, more than 60 youth received personalized support tailored to their academic, employment, and personal goals. Participants took part in life skills and employment workshops, tutoring, postsecondary planning, coding, mentorship, community events, and Somali language classes, helping them strengthen their confidence, leadership skills, and connections within their community. Many participants secured employment, returned to school, or re-engaged with education and career goals.

Additional MCCSS funding enabled HalfTime to significantly expand its reach during the year, providing more than 200 youth with opportunities to participate in tutoring, postsecondary and career exploration, digital skills and entrepreneurship workshops, arts and cultural programming, civic engagement activities, recreational outings, and family events. These enhanced activities broadened access to new experiences while strengthening school engagement, family connections, and community participation.



The continued partnership with Say Somaali remains central to the program's success, ensuring that services are culturally responsive, community-driven, and reflective of the needs of Somali youth and their families. Together, ACCT and Say Somaali are helping young people build the confidence, skills, and support networks they need to achieve their goals.

SECLASS

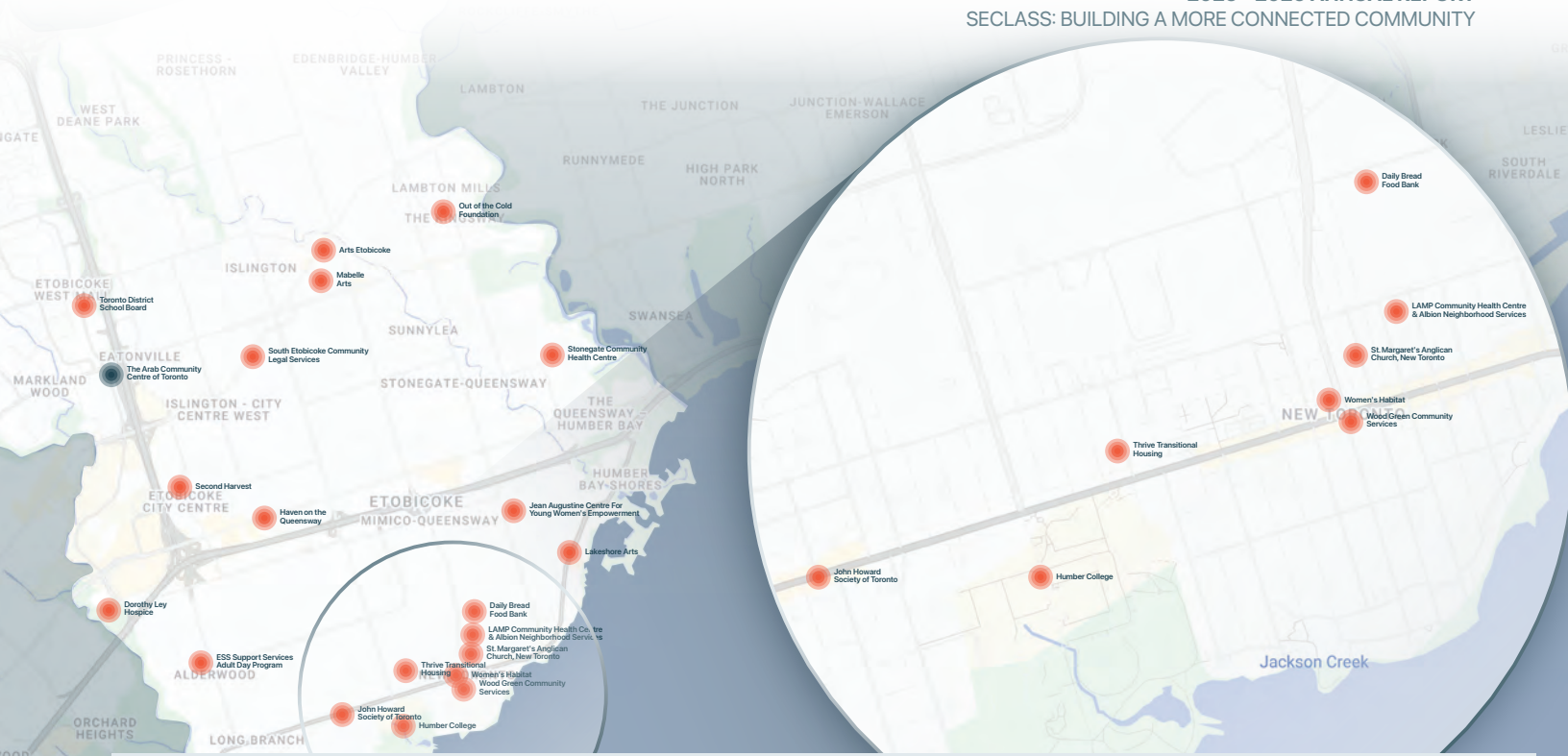
Building a More Connected Community

When individuals and families face housing instability, they often need support from several organizations at once. Navigating different services, eligibility requirements, and referral processes can be difficult, especially for people experiencing complex challenges.

With funding from United Way Greater Toronto, ACCT led the South Etobicoke Coordinated Local Access to Services and Supports (SECLASS) initiative on behalf of the South Etobicoke Cluster. Rather than creating new services, the project focused on strengthening how community organizations work together so residents can access the right support at the right time through a more coordinated, client-centred approach.

Over an 18-month period, SECLASS brought together community organizations, government partners, and frontline service providers to design and test a Coordinated Response System that improves referrals, communication, and collaboration across the sector.





Working through a collaborative Discover, Design, and Deliver process, the project:

Mapped 58 community programs across nine organizations to better understand available services and referral pathways.	Engaged more than 60 community members, frontline staff, managers, and organizational leaders to identify barriers and opportunities for improvement.	Facilitated a co-design workshop with partner organizations and individuals with lived experience to develop shared principles, referral pathways, and navigation processes.
Piloted the Coordinated Response System across six organizations.	Developed practical tools, training resources, and implementation guides to support long-term collaboration.	

One of the project's most important findings was that housing challenges rarely exist in isolation. Many residents also face barriers related to employment, income, mental health, food security, legal issues, transportation, and settlement. The project reinforced that improving outcomes is not always about creating new services. It is about helping existing services work better together.

SECLASS also highlighted that effective navigation is a service in itself. For people with multiple and intersecting needs, a referral alone is often not enough. Warm handoffs, shared communication, and coordinated planning between organizations can make a significant difference in helping individuals access the supports they need.

As part of the initiative, ACCT and its partners developed a suite of practical resources, including a Coordinated Response System Manual, implementation guides, referral and consent tools, service maps, and training materials. These resources provide a shared framework that will continue to strengthen collaboration across South Etobicoke.

Although the project formally concluded this year, its impact continues. This spring, ACCT hosted a knowledge transfer session for frontline staff from across the South Etobicoke Cluster to share the project's findings and introduce the Coordinated Response System. Building on that momentum, ACCT is also partnering with the Toronto Public Library to explore how the model can support coordinated access to services through local library branches.

SECLASS has laid the foundation for a more connected and collaborative service system in South Etobicoke. More importantly, it has strengthened relationships among community partners and created a shared commitment to making community services easier to navigate for residents with complex needs.





18+

Month Collaborative Initiative



13+

Community Organizations and System Partners Engaged



58

Programs Mapped Across nine Organizations



60+

Community Members, Staff, and Leaders Engaged



6

Organizations Piloted the Coordinated Response System



24

Frontline Staff Participated in the Final Knowledge Transfer Session



1

Shared Coordinated Response System Developed for South Etobicoke



Launched in December 2025, the Navigating Our Rights (NOUR) Project is funded by the Law Foundation of Ontario and helps improve access to justice by providing legal information, public legal education, and connections to legal services. While initially developed to support newcomers from Arab and African communities, the project was expanded to welcome individuals from all communities seeking legal information and support. Rather than providing legal advice, NOUR helps individuals better understand their rights, responsibilities, and available options so they can make informed decisions and access appropriate legal services when needed.

During its first four months, the project moved quickly from planning to implementation. ACCT developed public legal education materials, strengthened partnerships with legal service providers, designed the Community Legal Navigator training program, and launched both group education sessions and one-on-one legal information services. Between December 2025 and March 2026, the project delivered more than 20 public legal education sessions in English and Arabic, reaching over 200 participants, and provided 16 individual legal information sessions covering topics such as family law, immigration, disability benefits, powers of attorney, and other legal matters.

A major milestone during the year was the development of the Community Legal Navigator Program, including its curriculum, training materials, and implementation framework. Recruitment of the first group of Community Legal Navigators also began through community outreach and partner referrals. These early achievements have laid a strong foundation for expanding community legal literacy, strengthening access to reliable legal information, and helping individuals navigate Ontario's legal system with greater confidence.



20+
Public Legal
Education
Sessions



200+
Participants

Partnerships in Action

Stronger Together

No single organization can meet the diverse needs of newcomers alone. Throughout the year, ACCT worked with community organizations, educational institutions, businesses, faith groups, volunteers, and other partners to create opportunities for newcomers and their families across Toronto.

Together, these partnerships supported food security, education, employment, culture, literacy, environmental stewardship, and community connection.



Partnerships at a Glance

A Year of Connection



—
335

Family Members Supported
Through the Ramadan
Food Drive



—
500

Books Distributed Through
New Beginnings: Mini Libraries



—
120

Backpacks and Winter
Coats Distributed



—
60

Children Received
Holiday Gift Boxes

Dozens of children and youth participated in cultural, literacy, music, and language activities

Partners across Toronto helped us create opportunities that extended far beyond our regular programs and services.

Ramadan Food Drive In partnership with Al Huda Institute



Food baskets and toys were distributed to newcomer families, seniors, single mothers, and individuals facing barriers across the GTA.

 **335**
Family Members

 **196**
Food Baskets

 **268**
Toys

Toronto Newcomer Day

ACCT joined organizations from across the city to welcome newcomers, share information about our services, and build new community connections.



Taste of the Middle East In partnership with the TOME Foundation

ACCT participated in the Summer and Winter Festivals, celebrating Arab culture while connecting newcomers and community members through music, food, art, and cultural activities.



Nagham: Building Confidence Through Music With Polycultural Immigrant & Community Services, Peel Children's Aid Society and Music Without Borders

Arab children came together through music, vocal coaching, dance, and dabke while building confidence, friendships, and connection to their culture.



15
Children
Participated

Arabic Heritage Month: Kids Storytelling With the Arabic Canadian Book Fair and Paradise for Us

Children explored stories about inspiring Arab figures while building pride in their language, culture, and heritage.



30

Children
Participated



IQRAA Arabic Language Program With MECCAA

Children and youth strengthened their Arabic language skills while exploring Arab culture, identity, and belonging.



16

Children
Participated



New Beginnings: Mini Libraries With First Book Canada and The Rossy Foundation

Newcomer children received their own mini libraries and participated in storytelling, puppet shows, and literacy activities.

 **100**
Children Participated

 **500**
Books Distributed



Neighbourhood Table With St. Philip's Lutheran Church

Newcomer families came together through cooking, outdoor learning, and a visit to Black Creek Community Farm to explore healthy food, farming, and nature.



 **20**
Children Participated

Tzu Chi Foundation

Our longstanding partnership continued through two seasonal initiatives supporting newcomer families.



60

Backpacks and School
Supply Kits Distributed



60

Winter Coats
Distributed



Eid Hamper & Hot Meal Distribution With Scadding Court Community Centre

Families and individuals received food hampers and freshly prepared meals to help them celebrate Eid with dignity and joy.



Holiday Gift Box Distribution With the Toronto Star Santa Claus Fund

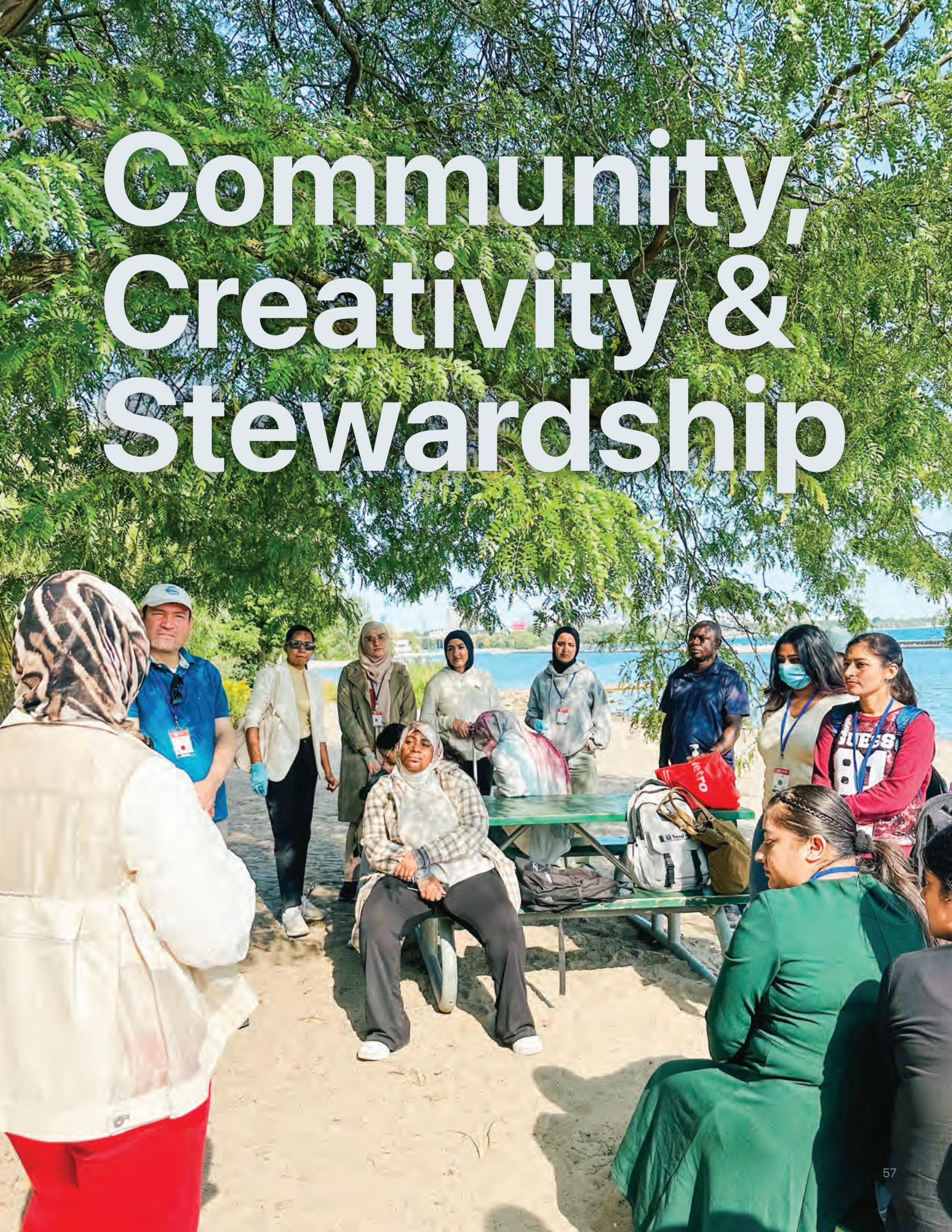
Children and newcomer families received holiday gift boxes prepared and distributed with the support of staff and volunteers.



60

Children
Participated





Community, Creativity & Stewardship

57

Autumn Grounds Care Initiative

Staff, volunteers, and student placements came together to clean and beautify the area surrounding ACCT and nearby parks.



ACCT Lakeshore Restoration Day

Volunteers and community members supported shoreline cleanup, habitat restoration, and environmental stewardship.



Mabelle Arts: Signals – Translate the City With MABELLEarts

Community members explored culture, identity, and personal stories through art while contributing to a collaborative public art project.



2025 Tax Clinic With Cross-Cultural Services

Community members received accessible support to complete their tax returns and access available benefits and credits.



Indigenous Land Stewardship Circle

ACCT joined the Indigenous Land Stewardship Circle, Elders, Knowledge Keepers, and community members for a land stewardship event in Tkaronto focused on protecting Turtle relatives and caring for local ecosystems.

The event brought together Indigenous knowledge and Western ecological practices through a Two-Eyed Seeing approach.



Stronger Together

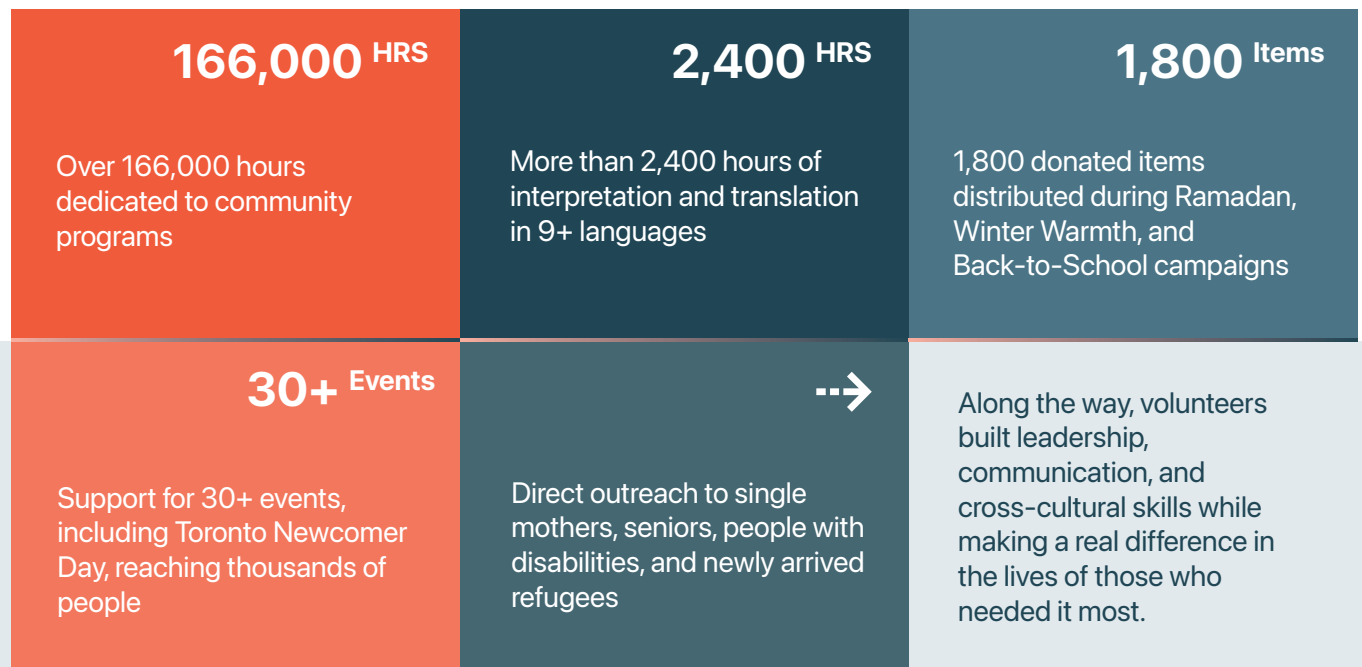
None of this work happens alone. We are grateful to the organizations, volunteers, community members, and supporters who worked alongside ACCT throughout the year. These partnerships allow us to reach more people, create new opportunities, and respond to the changing needs of newcomers and their families.

Volunteer Management

The Faces and Hearts of ACCT

In 2025–2026, 152 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.



FINANCIAL STATEMENT

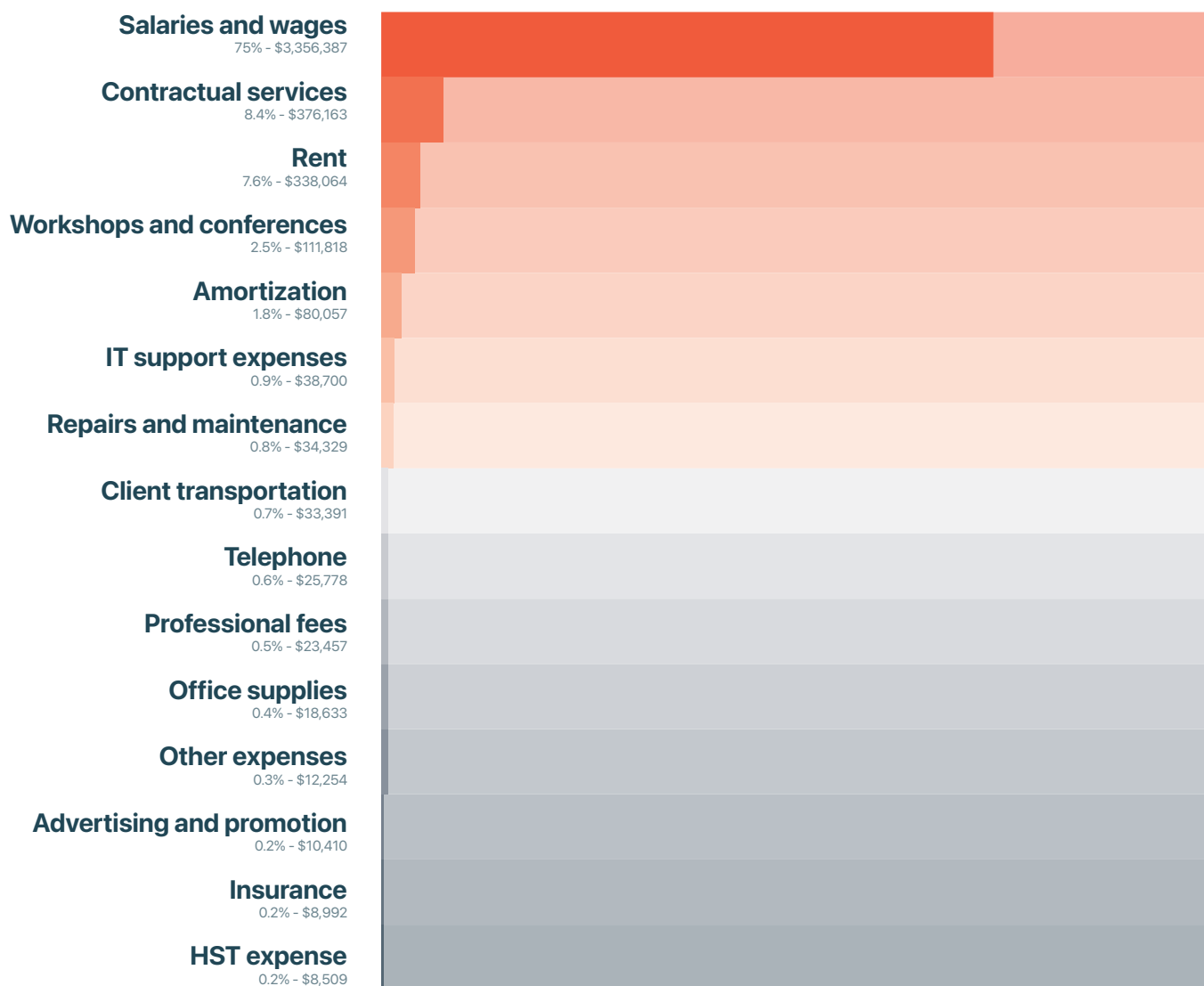
Revenues



\$ 4,547,071
Total Revenues

• FINANCIAL STATEMENT

Expenses



\$ 4,476,942

Total Expenses

Excess of revenues over expenses

\$ 70,129

*Based on Audited Financial Statements for Fiscal Year
2025-2026

Partnerships & Collaborations



Our Funders

Funded by:

Financé par :



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

Funded by the Government of Canada

Financé par le Gouvernement du Canada

Canada



Employment and Social Development Canada

Emploi et Développement social Canada



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