

The Cross-Cultural Community Services Association

T C C S A 多 華 會



2 0 1 7 - 2 0 1 8

A n n u a l R e p o r t

年 報

www.tccsa.on.ca

A proud member
of United Way





Message from the President and Executive Director 會長及行政總監的話

Since our founding in 1973, The Cross-Cultural Community Services Association has been unrelentingly and arduously assisting new immigrants to become active and enthusiastic participants in the Canadian multicultural society. On March 18, 2018, over 400 guests from the government, corporate sector and community partners gathered at the Hilton Suites in Markham to help celebrate TCCSA's 45th Anniversary and the introduction of our new agency logo. We are proud to say that over the past 45 years, TCCSA has developed into one of the largest and prominent non-profit organizations in the Greater Toronto Area. And in the past year, TCCSA has continued to deliver services to best respond to the emerging needs of the communities we serve, while strengthening our existing programming.

This has been a busy and exciting year for us. Our Toronto Centre has finally completed its relocation to the new site at 302 Spadina Avenue in September 2017, and is now providing newcomer families in the Kensington-Chinatown neighbourhood with holistic support. Additional funding from the federal government through its Syrian Initiatives allowed us to continue supporting the settlement and language needs of a large number of Syrian newcomer families in the GTA. Our numerous partnerships also meant that community resources can be maximized to serve our clients.

As we look towards a new year, we understand that there are many obstacles ahead. The changing environment in which we work, coupled with the financial constraints of limited funding, will continue to challenge us to devise innovative solutions and creative programming in order to meet

community needs. And we feel that we have the capacities to meet these challenges head-on. As always, the greatest strength of TCCSA is our talented and dedicated staff, Board of Directors, volunteers and partners, and we thank them for their ongoing commitment to the vision and mission of TCCSA.

自從1973年成立以來，多華會一直在不懈地努力幫助新移民積極參與於加拿大的多元文化社會。2018年3月18日，超過400名來自政府，商業領域及社區夥伴機構的嘉賓雲集萬錦市希爾頓酒店，一起歡慶多華會成立45周年，同時也展示了我們機構的新會標。我們可以很自豪地說，走過45年，多華會已經發展成為大多倫多地區最大最有影響力的非牟利機構之一。在過去的一年裏，多華會在應對社區新的需求的同時也不斷加強了我們原有的服務項目。

過去的一年是繁忙而令人興奮的，我們的多倫多中心於2017年9月完成了喬遷的工作，搬到了位於302 Spadina Ave的新址，現正為肯辛頓-唐人街社區的新移民家庭提供整體服務。而來自聯邦政府的敘利亞項目專項撥款也讓我們可以為大批大多倫多地區的敘利亞新移民家庭提供持續的安居輔導和語言培訓服務。我們的各類社區合作項目也意味著我們可以最大化地利用社區資源來服務我們的新老移民。

展望新的一年，我們都清楚地認識到未來還會遇到很多困難。如工作環境的變化加上有限撥款導致的財務限制，將讓我們為滿足社區需求所提供的創新服務變得更加不易。但我們相信我們將會有能力去面對這些挑戰。多華會最大的資源就是我們全體睿智而敬業的員工，會董，義工以及各界合作夥伴，我們感謝他們為多華會的宗旨和使命而付出的不懈努力。



Settlement Services

安居服務部

With funding from both federal and provincial government, TCCSA was able to deliver a variety of settlement programs to newcomers. We offered information and orientation to help new immigrants make informed decisions, and provided support to help them integrate into the community. During the 2017 – 2018 fiscal year, we provided 34,625 units of service at our four locations to 12,769 individuals.

在聯邦政府及安省政府撥款下，本會得以於過去一年繼續為新移民提供安居服務，幫助他們深入了解加拿大社會體制及適應加國生活方式。總括而言，多華會於二零一七至一八年度為 12,769 位客人合共提供了 34,625 次服務。



Education Services

教育服務部

TCCSA's Language Instruction for Newcomers to Canada (LINC) program helps newcomers to Canada develop the English language skills essential for their successful integration into Canadian society. The program represents an important stage in their settlement process and is a stepping stone to higher education, meaningful employment, and fulfilling careers.

In the past year, with funding from the federal government, TCCSA was able to continue providing 30 LINC classes in our four centres across the GTA. Every day, more than 600 landed-immigrant students attend our classes.

In addition to our day classes, the Syrian Support Evening Program was launched in April 2017 at our York location. The objective of this program is to help facilitate the integration and settlement of newly arrived Syrian refugee families. The program has been very successful since its inception: we have served 55 Syrian families, including 86 adults and 78 minors; and enabled them to access government, health and community services independently.

本會開設的加拿大新移民語言培訓課程，幫助新移民提高英語水平，成功融入加拿大社會。這一課程是幫助新移民在加拿大安居樂業的重要一環，也是他們進一步深造、成功就業並展開理想職業生涯的踏板。

在過去一年裏，透過聯邦政府撥款，本會在大多倫多地區的四個辦事處共開辦了三十個新移民英文班。每天上課學生超過六百人。

除日間課程外，本會約克中心於2017年四月開辦了敘利亞新移民支援項目-晚班。該項目旨在促進初抵加拿大的敘利亞難民家庭，順利安頓、適應及融入本地生活。開辦至今已成功幫助五十五個敘利亞家庭，包括八十六位成人及七十八名未成年人；提高語言能力，並培養其獨立性，使他們能獨立尋求政府相關服務、健康及社區服務等。

Community and Youth Services

社區及青少年服務部

In the past year, TCCSA delivered a wide variety of programs and services to the community to assist residents, especially seniors, improve their quality of lives. With funding from United Way, TCCSA Youth Ambassador Competition (YAC) has continued to promote Canadian multiculturalism and help youth participants gain important life skills and self-confidence to succeed. A series of workshops such as leadership development, public speaking, Chinese art and culture, were designed to train a group of selected youth applicants, ages of 16-24, as youth ambassadors. The winner of the competition was invited to join other youth on a 15-day Root-Seeking Summer Camp trip, organized by Overseas Chinese Affairs Office of the State Council of the PRC, to Ningbo in China.

TCCSA also worked closely with long-term community partners such as the Chinatown Business Improvement Area, Toronto Western Hospital (TWH), Local Immigration Partnership – Kensington Hub, and other community agencies, in many activities such as the Chinatown Festival and the “Patient and Family Education” program hosted by TWH. Our senior groups in both Toronto and York Region help members improve their health and well-being through information workshops, weekly exercises, and connections to community resources. Our EarlyON programs for families with children under six have also helped many parents strengthen healthy parent-child relationships. Established in 1986 for children ages 4 to 13, TCCSA Saturday Chinese school now offers classes in our York location. Students learn about the Chinese language and culture and reconnect with their Chinese heritage. And all our programs and service delivery were made possible with the support of 500 volunteers who have donated their time and skills throughout the year.

在過去的一年裏，多華會為社區提供了各種各樣的項目和服務來幫助社區居民，特別是改善了老年人的生活品質。在大多市公益金的資助下，多華會青少年大使比賽一直在繼續推廣加拿大多元文化，並幫助青



少年參加者獲得重要的生活技能和自信以取得成功。我們舉辦了領導能力發展、公眾演講、中國藝術與文化等一系列工作坊，培訓一批年齡在16至24歲的青少年大使。比賽的獲勝者被邀請參加了由國務院僑務辦公室在中國寧波組織的為期15天的尋根夏令營。

多華會還與我們的長期合作夥伴如唐人街商業改善區、多倫多西區醫院 (TWH), 當地移民合作夥伴肯辛頓中心 (Kensington Hub) 及其他社區機構等密切合作，參與了許多活動，如華埠節和TWH舉辦的“患者和家庭教育”項目。我們在多倫多和約克區的長者俱樂部通過各類信息講座、每周的鍛煉及聯系社區資源，幫助成員提升了他們的健康和幸福指數。我們還為有六歲以下兒童的家庭提供EarlyON項目，幫助了許多父母促進健康的親子關係。多華會周六中文學校成立於1986年，現亦在約克中心為4–13歲兒童提供中文課程。學生們通過學習中文和中國文化重新與中國傳統建立聯係。在這一年中，有500名誌願者奉獻了自己的時間和技能。感謝他們的支持，讓我們的所有項目和服務的目標都得以實現。

Auditor's Report 核數師報告**THE CROSS-CULTURAL COMMUNITY SERVICES ASSOCIATION****Statement of Financial Position****As at March 31, 2018**

	2018	2017
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents (note 3)	\$ 378,148	\$ 191,084
Restricted cash (note 4)	-	18,199
Accounts receivable	80,087	27,795
Contributions receivable	250,253	317,724
Government remittances recoverable	56,522	60,850
Prepaid expenses	115,132	196,395
	880,142	812,047
CAPITAL ASSETS (note 5)	277,175	302,743
	\$ 1,157,317	\$ 1,114,790
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 127,038	\$ 166,212
Deferred contributions (note 7)	302,632	325,331
	429,670	491,543
NET ASSETS		
Unrestricted	727,647	623,247
	\$ 1,157,317	\$ 1,114,790

THE CROSS-CULTURAL COMMUNITY SERVICES ASSOCIATION

Statement of Operations and Changes in Net Assets

For the year ended March 31, 2018

	2018	2017
REVENUE		
Government funding and other contributions:		
Citizenship and Immigration Canada	\$ 3,783,307	\$ 3,259,116
United Way	182,964	183,009
Ministry of Citizenship and Immigration of Ontario	144,614	144,614
Human Resources and Skills Development Canada	27,378	33,419
City of Toronto	27,220	26,685
OEYC Designated Services	24,570	24,017
Seniors Community	-	5,992
Amortization of deferred contributions	108,543	69,595
	4,298,596	3,746,447
General contributions and fundraising activities:		
Fundraising and donations	170,371	43,654
Program delivery - other	21,775	22,720
Membership fees	6,919	4,049
	199,065	70,423
	4,497,661	3,816,870
EXPENSES		
Salaries and wages	3,057,353	2,748,841
Rental (note 8)	799,391	673,269
Program delivery - other	148,419	83,680
Travel expenses	115,029	82,680
Office expenses	70,005	65,836
Utilities	50,954	52,632
Advertising and promotion	15,441	18,287
Professional fees	10,337	12,356
Amortization of capital assets	126,332	76,900
	4,393,261	3,814,481
EXCESS OF REVENUE OVER EXPENSES	104,400	2,389
Net assets, beginning of year	623,247	620,858
NET ASSETS, END OF YEAR	\$ 727,647	\$ 623,247

Prepared by:

WINNIE Y WONG
CPA Professional Corporation

Volunteer Recognition

義工嘉許

*Individuals who have
accomplished over 15
years of service:*

Chan, Karen
Choy, Joanna Hoi Shan
Hui, Ambrose
Woo, Ricky Wai Kai

*Individuals who have
Accomplished 10 -15
years of service:*

Lee, Ricky
Sung, Sam
Yau, Eddy

*Individuals who have
accomplished over 117
hours of service:*

Chen, Bing Qing Angela
Chen, Christine
Lin, Esther
Lin, Xiaofei
Liu, Stephanie
Tse, Tsui Wah
Wang, Vincent SongKang
Wong, Sonny

*Individuals who have
Accomplished 2 - 9
years of service:*

Chan, Ivy
Chan, Jason
Chan, Sindy Chi Sin
Chen, Esther Haixin
Fung, Frank
Huang, Yu Wen May
Lee, Jordan Richard
Lee, Shun Lim
Li, Feng Xiang
Li, Kong Lun Kevin
Li, Xiao Ming
Ly, Michelle
Ng, Chester
Tan, Daimiao MimiStar
To, Siu Kwan Shirley
Tung, William
Wong, Wartha
Wu, Peter Kam Yeek
Xie, Ping
Yang, Grace
Yau, Stephen
Yeo, Matthew Olaf

Funding Sources

資金來源

Immigration, Refugees and Citizenship Canada

聯邦移民、難民及公民部

Employment and Social Development Canada

聯邦就業及社會發展部

Ontario Ministry of Citizenship and Immigration

安省公民及移民廳

City of Toronto

多倫多市政府

United Way Greater Toronto

大多倫多公益金

Ontario Early Years (through College-Montrose Children's Place)

安省早期幼兒教育中心

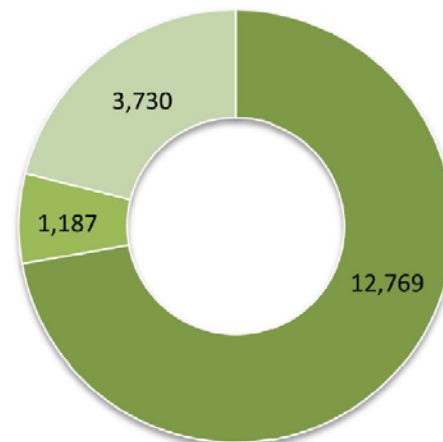
Corporate Sponsorships and Private Donations

企業贊助及個人捐獻

Board Members 董事會

Nelson Cheng	(President)
Scott Au	(1 st Vice President)
Gabriel Lam	(2 nd Vice President)
Patrick Wong	(3 rd Vice President)
Emily Cheng	(Secretary)
Scott Au	(Treasurer)
Gary Chan	(Board Member)
Allan Fok	(Board Member)
Ray Huen	(Board Member)
Benedict Leung	(Board Member)
Anne Long	(Board Member)
Kei Leung	(Board Member)
Jennifer Shen	(Board Member)
Liang Tang	(Board Member)
Yingya Wu	(Board Member)
Sam Yang	(Board Member)

TCCSA Services at a glance 多華會服務一覽



■ Settlement 安居服務 ■ Education 教育(英文班)
■ Community, Youth & Volunteers 社區、青少年及義工服務

Vision 宗旨

To facilitate the well-being of diversified communities through social services.

透過提供多類型社會服務促進各社區繁榮進步。

Mission 使命

To assist newcomers in adapting to Canadian life in their neighborhood and to provide support to Canadians in building a stronger community.

協助新移民早日適應加拿大文化，並鼓勵國民投入參與社區建設。

Toronto Centre

多倫多中心

302 Spadina Avenue, Unit 206
Toronto, Ontario, M5T 2E7
Tel: 416-977-4026 Fax: 416-351-0510

York Centre 約克中心

Metro Square, 3636 Steeles Avenue East
Unit 213A
Markham, Ontario, L3R 1K9
Tel: 905-948-1671 Fax: 905-948-9997

Peel Centre 皮爾中心

720 Burnhamthorpe Road West, Unit 2
Mississauga, Ontario, L5C 3G1
Tel: 905-615-9500 Fax: 905-615-0622

Scarborough Centre 士嘉堡中心

325 Bamburgh Circle, Unit A107
Toronto, Ontario, M1W 3Y1
Tel: 416-502-9500 Fax: 416-502-2900

History 歷史

1973

Founded as Toronto Chinese Community Services Association.
多倫多華人社區服務協會成立。

1976

Registered as a non-profit and charitable organization.
登記成為非牟利機構。

1984

Became a member of United Way of Greater Toronto.
成為大多市公益金會員機構。

1988

TC Chinese School founded.
多倫多中心中文學校成立。

1990

Peel Centre opened.
皮爾中心成立。

1997

York Centre opened.
約克中心成立。

2003

Became a member of the United Way of York Region.
成為約克區公益金會員機構。

2006

Scarborough Centre open.
士嘉堡中心成立。

2007

Agency name changed to "The Cross-Cultural Community Services Association".
多華會改名為 "The Cross-Cultural Community Services Association"。

2017

Toronto Centre moved to 302 Spadina Avenue
多倫多中心遷至 302 Spadina Ave.

YC Chinese school founded.
約克中心中文學校成立。