



Quinte Immigration Services

Annual General Meeting

Monday, October 30, 2023 at 6:00pm

Meeting will be held via Zoom

<https://us06web.zoom.us/j/86066187046?pwd=algWVUuitiiE5sYqr6zfrjQOehlhgb.1>



***CELEBRATING OVER 35 YEARS
OF DIVERSITY AND INCLUSION IN THE QUINTE AREA
1986-2023***

Table of Contents

Annual Report 2022/2023 2

Board of Directors3

Our Mission3

2023 AGM Agenda5

Keynote from the President and Executive Director.....6

Clients’ Success Stories8

Clients’ Statistics14

Our programs: CEOTIS, STEP, QLIP16

QUIS Newsletters17

Contacts.....18

Board of Directors

President – Paul Osborne

Vice President – Colleen Tripp

Treasurer – Gregory Burns

Secretary – Connie Gallupe

Board Meeting Process Leader – Gordon Gazley

Directors:

Karen Kitchen

Jeremy Ashley

Hardik Patel

Jopcy Joseph

Our Mission

Quinte Immigration Services will assist newcomers isolated by cultural and language barriers in the Quinte region through the process of orientation and settlement while encouraging public respect for the diversity of immigrants, the promotion and recognition of the value of racial and cultural differences and the facilitation of integration and participation of newcomers into the social, economic and cultural aspects of the community.

QUIS Staff

Executive Director – Orlando Ferro

Senior Finance Manager – Helen Rector

Accounting Assistant – Behnaz Azadeh

Sr. Program & Client Services Manager – Yuliya Lohvynenko

Settlement Worker – John Mark Robertson

Settlement Worker – Jennifer Bryant

Settlement Worker – Kendra Free

STEP Coordinator – Dawn Connon

Job Developer – Michael Bowyer

Assessment Support Worker – Rosa Ortega

Assessment Support Worker – Josh Thompson

Pre-Employment Skills Trainer – Anu Greenwood

Support Worker - Melanie Linn

Quinte Local Immigration Partnership Coordinator – Catherine Fisher Andrews

Employer Toolkit Project Coordinator – Mariam Niazi

Marketing Coordinator – Emily Wessels

LEITI Program Coordinator – Marlene Miranda

Community Engagement Coordinator – Myroslava Symonenko

Administrative Assistant – Olga Filippova

AGENDA

Annual General Meeting Quinte Immigration Services

Monday, October 30, 2023

<https://us06web.zoom.us/j/86066187046?pwd=algWVUuitiiE5sYqr6zfrjQOehlhgb.1>

Time: 6:00pm

Meeting called to order by Process Chair

Welcome by President of the Board

- Approval of Previous AGM Minutes
- President's Report (printed in pamphlet)
- Report from the Nominating Committee (C.Gallupe)

External Auditors' Report

Questions and Answers

Motion to approve

Appointment of External Auditors

- Motion to Appoint Welch LLP as External Auditors

Adjourn

Keynote from the President and Executive Director

Annual Report 2022-2023



Paul Osborne, President of the Board



Orlando Ferro, Executive Director

President/Executive Director fiscal year annual report in Brief.

The post pandemic year.

Redefining a work force and services delivery in the face of increasing numbers of immigrants moving to the region.

With the gradual reopening of the office direct services, new policies were enacted to redefine the way service deliveries were being provided during the pandemic years.

Policies such as remote work, revision of policies of mandatory vaccination and safety and hazard were reviewed to established a hybrid work between remote and in office work.

It was a challenging year in all these aspects for administration to mitigate risks and update a post pandemic operational setting.

As a result, a gradual elimination of remote work started taking shape to avoid the impact that essential services faced during the pandemic lock down.

Our statistical numbers of clients served gradually increased for the period.

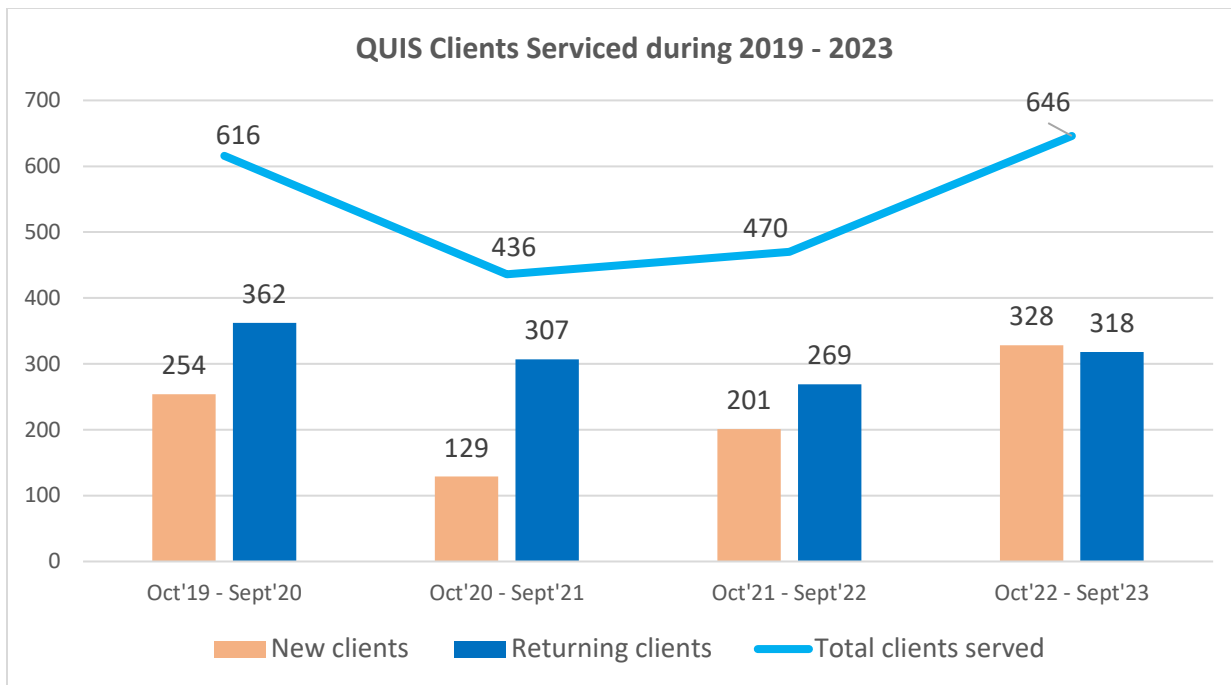


Fig.1 – Statistical report for the pre-COVID, COVID-related lock down, and current periods.

All our programs operated as designed and The Local Immigration partnership was a conduit for the network so essential for bringing together other stakeholders to close the gaps around the needs of newcomers.

With the war in Ukraine we gradually saw the increase in the number of Ukrainian families relocating to the region and affordable housing once again was one of the main needs for newcomers.

A Ukrainian refugee task force was created to assist the new arrivals and a provincial and federal work group was created. QUIS is still part of this working group.

We would like once again, we thank our funders: The Ministry of Immigration, Refugee and Citizenship Canada, The Ontario Ministry of Labour, Immigration, Training and Skills Development and the city of Belleville.

Our private donors and volunteers and our dedicated staff.

Without them it would not be possible to assist the newcomers to region in their settlement and relocation needs and ensure a viable well-trained labour force to eliminate barriers to full employment.

Paul Osborne- President of the Board of Directors

Orlando Ferro- Executive Director

Clients' Success Stories



La Cultura Salumi Inc. has been producing Italian air-dried meats in the Quinte area since 2012. This unique business was started by Jane and Francesco Abbale. Jane and Francesco met in Canada after moving here from Ukraine and Italy respectively. They own a water buffalo milk farm in Quebec where they make artisan yoghurt and cheese products from buffalo milk. This led to the idea of opening a water buffalo meat plant to make artisan meats such as salami and Bresaola (dried Italian meat). Jane says, "We started from scratch, built the plant, and learned how to make Bresaola and other products."

Abbale says it was challenging to start a new business in the Quinte area at first, "...we did not know anybody. But people are amazing here and we met a lot of nice people." She adds that newcomers, "...should have a dream, believe in it, and know that everything is possible!"

The business objective is to produce high quality healthy foods, with few chemicals and preservatives, and low sodium. Water buffalo meat, is low in cholesterol and calories. But they also work with organic Iberian pork from Spain and only use the best quality prime Black Angus beef. "We take pride in knowing where our meat comes from, and knowing exactly what ingredients are used."

La Cultura Salumi Inc. is located at 842 Hamilton Road, Belleville, Ontario. Store hours differ depending on the season, summer or winter. Check the company's website for contact and details: www.laculturasalumi.com.



Mama's Kitchen is one of Belleville's many newcomer-owned restaurants. Established in 2018, this breakfast and lunch spot serving Greek food is owned by two young brothers, Dimitri and George Karaponos.

Although Dimitri is a Canadian citizen from birth, he only arrived in Canada the first time in June 2018, having lived in Greece all his life. George and Dimitri's father was a Canadian citizen who worked in the restaurant business for decades. The brothers learned the basics from their father on how to establish and run a restaurant. In 2018, they bought an existing business, and renamed it Mama's Kitchen.

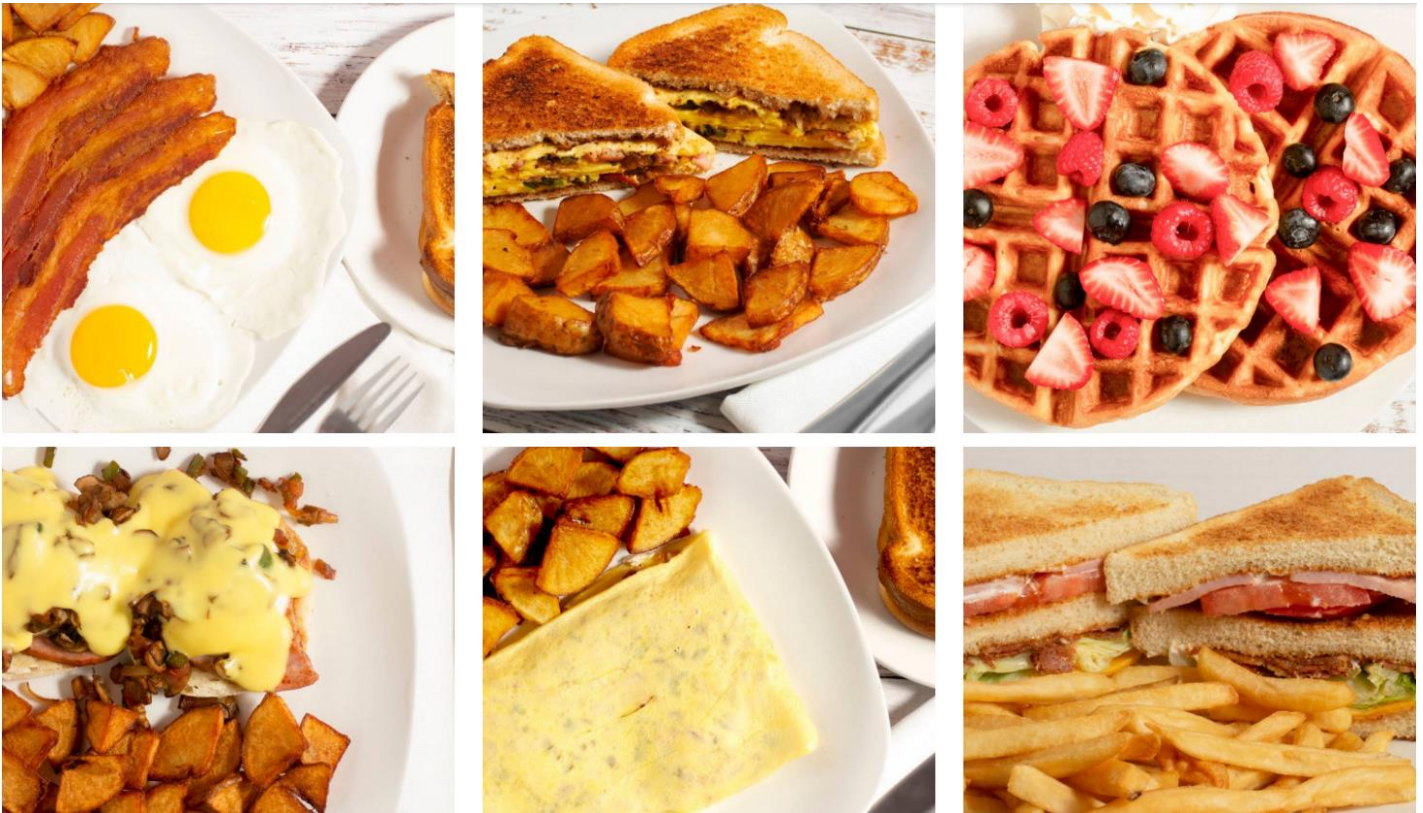
Dimitri's family who had lived in Belleville for many years, told him that "...Belleville was not very expensive, people are friendly, and it would be a perfect area to start a business." He says the strong community support for small local businesses in the Quinte region has made it easier for them.

Running a small business wasn't without its challenges. The hardest part, was to attract customers and to make ends meet because of high expenses. After a few months, they realized that customers were happy with

the food and the service and were recommending Mama's Kitchen to their friends and family. Dimitri believes "word-of-mouth" is the best way to get your business off the ground. But he also thinks that, "It's challenging to own a business nowadays. It has to be a really good idea. Something different."

But the challenge has paid off for Dimitri and his family. They are very grateful to their customers. Dimitri says, "We've been doing really well in hard times thanks to the customer's support. We want to thank them for supporting small local businesses".

Mama's Kitchen is located at 191 Dundas Street East, Belleville. They are open for breakfast and lunch from Tuesday to Sunday, 7am to 1:30pm. They have eat-in, take-out and delivery. Reservations not required. Visit their website at: <https://mamas-kitchen-lunch-restaurant.business.site/?m=true> or Facebook page at: <https://www.facebook.com/Mamas-Kitchen-2334016200210068>





Millionhairs Barber Shop

Want a “million dollar” haircut? Visit “Millionhairs” barber shop in Belleville! In operation since May 2019, Millionhairs is owned by Terrance Fang of Belleville who is a trained barber with 10 years of experience.

Terrance immigrated to Canada from China in November 2009 with his sister and her family. After living in Kingston, the family moved to Belleville. Terrance studied to improve his English at Loyola School of Adult and Continuing Education, and then enrolled in Art and Technique Academy of Hairstyling and Esthetics, formerly located in downtown Belleville (the school is now permanently closed). The instruction Terrance received at the hairstyling school gave him the skills he needed over the next 6 and half years, to work in both a well-known

hair salon, and barbershop in Belleville.

When Terrance saw a barber shop for sale on Kijiji in Belleville, he jumped at the chance, and purchased the shop, which he re-named Millionshairs. As the site had already been a barber shop for many years, he was able to take over and just add his own touches.

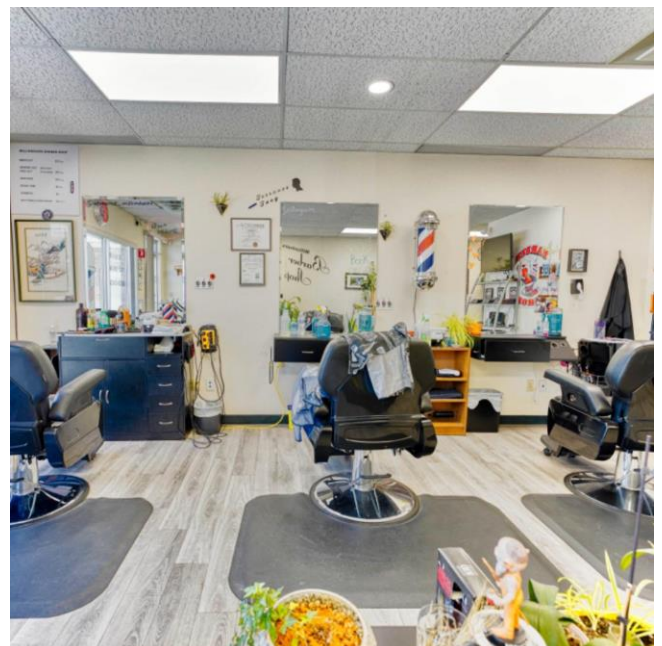
For Terrance, the biggest challenge of owning a business is the unknowns. He had to learn the basics of owning a business and how to keep existing customers because he had to raise the prices to compete and keep afloat. And being on the edge of the city, he also worried about getting new customers.

Terrance’s advice to potential entrepreneurs is to, “have a blueprint...of what you want to do to turn it into a business, and then lay the ground work step-by-step”. He also says, “Start small and gain experience... Everyone is different”.

Terrance wants his customers to know that he and his staff really care about the service they provide. He plans on making improvement where he can, including small shop renovations, visual improvements, increased staffed training, and generally continuing to provide the best possible service.

Millionhairs is located at 600 Dundas St E, Belleville, ON. Their hours of operation are Tuesday to Friday 8:30am to 5:30pm and Saturday from 8:30am to 4pm. They are closed Sundays. To make an appointment, call **613-800-0090** or visit their website/Facebook page at: <https://www.facebook.com/millionhairsbarbershop/>

Or visit one of Terrance’s Instagram accounts at: [millionhairsbarbershop_](#) OR [terrance_millionhairs](#)



Footcare for All

Footcare for All is a foot health clinic run by Natalia Howard who is a registered nurse and an advanced foot care specialist. Natalia arrived in Canada from the Ukraine in 1997. After living in Canada for 19 years and graduating as a registered nurse from Trent University, she settled in the Trenton area in 2016. Natalia decided to get training as a footcare nurse when she was looking for work that would allow her to work day times and to be with son in the evenings. After obtaining an “Advanced Foot Care Certificate”, she started working for the Victorian Order of Nurses as well as starting her own business called, “Footcare for All” in April 2017.



Natalia wants her clients to know that the health of their feet is extremely important and that she can assist with anything from pain to foot conditions or infections, foot massage and Diabetes foot care education.

Natalia found that her biggest obstacle early on was juggling her various roles and says, “Time management becomes very important when you are working for a company such as VON, are starting your own business, and taking care of your family.”

Footcare for All is located at 470 Dundas St. East, Belleville in the Bay View Mall Medical Offices. Clinics are run generally on Wednesdays and Fridays from 9:00am to 5:00pm, but Natalia also provides foot care house calls. The best way to make an appointment is to call: 613 252 4132. Or go to the Footcare for All website at: www.footcareforall.com. Natalia rigorously follows all necessary precautions for COVID-19.



Old Bank Cafe, Frankford, Ontario

Ever since she saw the lovely area of Frankford, Ontario, Pavla Hoca and her family dreamed of opening their own business in the region. Originally from the Czech Republic, Pavla and family moved to Canada in 1999.

Several years ago, Pavla, her husband and her son, passed through the Trent River area on a family trip. They fell in love with the region because it had a similar feel to their hometown of Decin, that sits on the Elbe River in the Czech Republic.

So, in 2011, the family purchased the old Molson’s Bank in Frankford, Ontario. Her goal was to open a coffee shop and bring that “little touch of Europe” to the community. To get “training”, Pavla took a job at a Tim Horton’s, where she learned about the chain’s technique and strategy. The company taught her a lot about the business. She brought her own baking experience that helped her get the shop up and running.

Getting the new building ready took several years of hard work. Pavla and her family were living in Orangeville, hundreds of kms west of Frankford. They woke up at 5am on all their weekends and holidays to drive to Frankford and work on the renovations until late at night and then drove home again to Orangeville. In May 2019, the renovations were complete and the coffee shop was opened! After living in the basement of the shop alone for 5 months to keep the shop running, Pavla’s family joined her when they bought a house in the Stirling area in October 2020.



Pavla's advice to others wanting to start a business is, "Do not give up. If you fall on your knees, do not be afraid. Stand up and continue...follow your dream or idea." And the dream paid off because the restaurant won the Restaurant Guru 2021 award for "Best Interior" in Quinte West and is a recommended eatery on the Restaurant Guru 2021 list!

The Old Bank Café is located at 1 Mill Street, Frankford. Their hours of operation are Wednesday to Sunday 9am-5pm, no reservations needed. For more information, menu and daily updates, visit their FB page at:

<https://www.facebook.com/oldbankcafee> or their website at: <https://www.oldbankcafe.com/>



The Nail Salon for VIPs

If you are looking for VIP service, check out VIP Nails in Belleville! This salon, known for its friendly staff and professional work is owned by Tony Van, a Canadian Citizen, and native of Vietnam. Tony has made Canada home for over 33 years.

Tony is a true entrepreneur. He graduated from Marketing at Toronto's Sheridan College in 1996 and learned to be nail technician so that he could pay off student loans. After obtaining a license, he wanted to try to open a nail salon in Canada. He used his skills to do research on salons by traveling to Canada, Hong Kong and Vietnam! Unfortunately, Tony noticed that nail salons didn't seem to be a profitable business anywhere he looked, so he put aside the idea of the salon at that time.

When Tony came back to Canada, he had the opportunity to work for his aunt's nail salon in Belleville. During that time, he got married in Vietnam and brought his wife to Canada. They welcomed a daughter soon after. Tony and his wife worked in his aunt's salon until his aunt asked the couple if they wanted to buy the business.



They hesitated at first with worries about business prospects, but when his aunt decided to help her brother get a permit to work in Canada, Tony knew it was a good sign that more family was coming to help.

In June 2017 they decided to take over the business. With his marketing background, Tony had the family do a lot of advertising on social media, extensive business cards distribution and flyers distribution on cars and in stores. Clientele started to grow, and now, in 2023, business is booming!

Tony's best advice for newcomers wanting to start a business is to know what you're interested in, find your strengths, and do the research. Lastly, have enough capital to back it up.

He wants customers to know that VIP Nails is focussed on quality, upgrading skills and techniques and satisfying customers. He says, "...we pride ourselves on speciality design especially for younger generations".

In the future, the family is planning to expand and modernize the size and style of the business as well as offer more services such as facials, eyelashes, and a mini bar!

VIP Nails is located at 366 N Front St, Belleville, ON K8P 5E6. They are open 9:30 to 7:30pm Monday to Friday. Saturday 9:30 to 4:00pm. Closed on Sunday. In winter they close at 7:00 pm. Visit their Facebook page at:

<https://www.facebook.com/people/VIP-Nails/100058609642996/>

Instagram: <https://www.instagram.com/v.i.pnails/?hl=en>

QUIS Client Statistics from October 2022-September 2023

In the last 12 months Quinte Immigration Services staff have helped 646 unique clients, which is **+38%** to the number of clients for a similar period a year ago.

QUIS Clients Countries of Birth, Top 5

during the period October 2022 – September 2023



India



Ukraine



Philippines



Jamaica

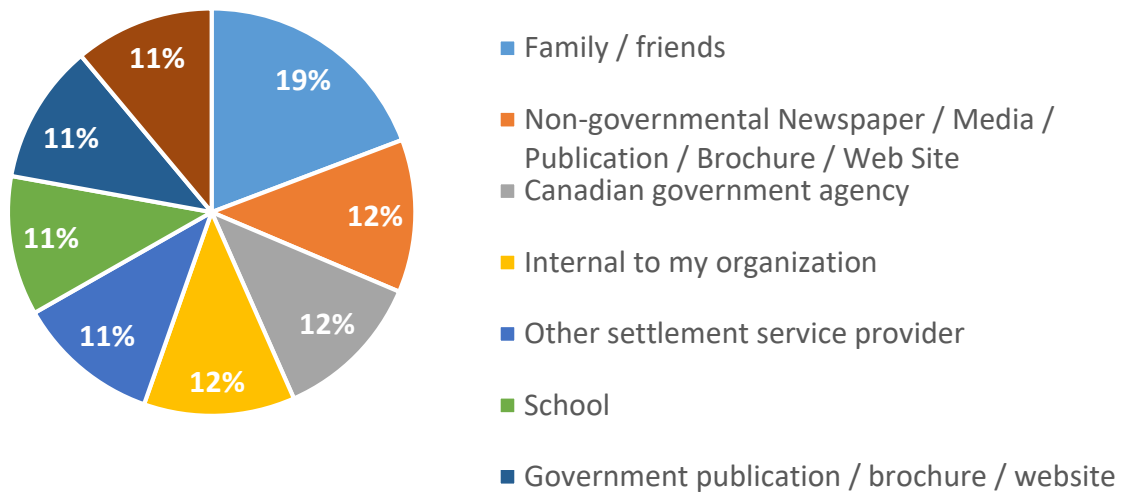


USA

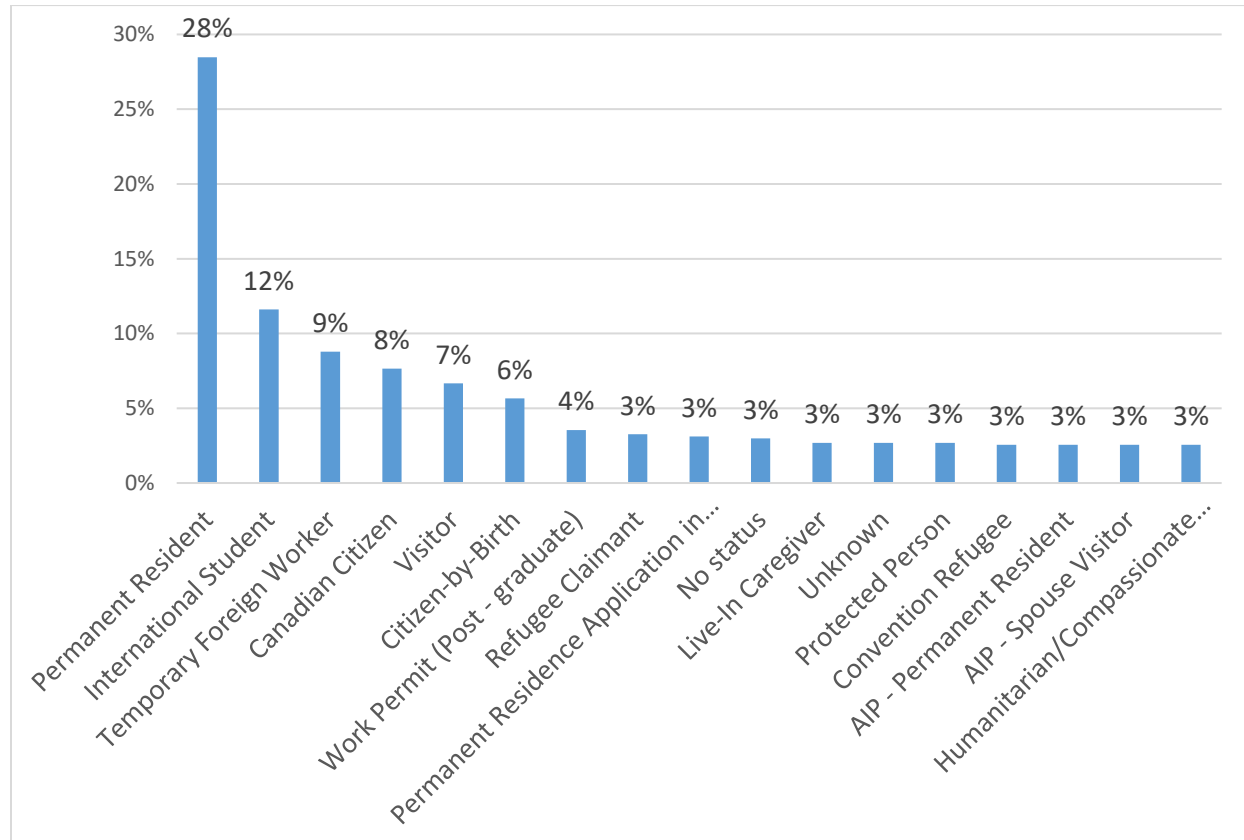
Out clients speak a variety of languages:



How did our clients hear about QUIS?



QUIS Clients Immigration Status



CEOTIS-Central Eastern Ontario Translation & Interpretation



In 2002, Quinte Immigration Services (QUIS) launched CEOTIS; Central Eastern Ontario Translation and Interpretation Services. CEOTIS offers very reasonable fee-for-service interpretation and translation services to Central Eastern Ontario covering Lindsay to Brockville, in over 125 languages. Their interpreters and translators maintain professionalism in challenging situations, are impartial, and respect confidentiality.

Interpreters can be obtained for in-person, video- and teleconference interpretation, as well as message relays. Translators are located in Canada and are ATIO-certified (Association of Translators and Interpreter of Ontario). As well CEOTIS -translated documents are guaranteed to be accepted by municipal, provincial and federal levels of Canadian government. Services are available Monday to Friday, 8 am – 4 pm by calling 1-888-968-1065 or sending a request to ceotis@quinteimmigration.ca

STEP - Skills Training Employment Program

QUINTE **STEP** PROGRAM

In 2020, QUIS launched a new employment program called STEP Skills Training Employment Program. The program provides five weeks of online soft skills training and two-week paid job placement to Permanent Residents, Canadian Citizens, and Protected Persons ages 18 and up who are unemployed or working less than 20 hours per week, and not full-time students.

The program is funded by Employment Ontario and is now in its second year. It primarily focuses on three industries that are experiencing labour shortages in the Quinte area- Transportation, Finance, and Hospitality. After completing their online and on-the-job training, participants are connected with employment opportunities in these industries. Interested participants or employers can register by reaching out to step@quinteimmigration.ca or at quintestep.ca.

QLIP-Quinte Local Immigration Partnership



The Quinte Local Immigration Partnership (QLIP) is a cooperative effort involving more than 90 Quinte Region organizations. Their goal is to provide a collaborative framework to facilitate the development and implementation of sustainable solutions for the successful integration of newcomers to the Quinte Region that are local and regional in scope. The QLIP Partnership focuses on improvements in accessing services and on efforts to create a welcoming community for newcomers, close gaps in services and eliminate duplication in services, build potential for increased use of service protocols that meet the needs of newcomers, engage the Francophone newcomer community, and strengthen labour market outcomes for newcomers in the Quinte Region.

The QLIP Partnership Local Settlement Strategy and Action Plan promotes the development of new protocols within the community to improve the delivery of newcomer services. Initiatives to date include a progressive effort in employment consultation services for newcomers to improve labour market integration and a new protocol in the delivery of Quinte Health Care services for newcomers with language difficulties as medical practitioners now have access to interpreters. The QLIP Partnership seeks through collaborative efforts to strengthen local awareness and capacity to successfully integrate newcomers and foster an inclusive and welcoming community.

Our Newsletters *CONNECTIONS*



Fall Winter
2022_final.pdf



Spring 2022
newsletter_final.pdf

Your Help is Important!

We greatly appreciate the generosity of our volunteers, who contribute their efforts to our activities and events. You are one of the biggest reasons for our success! We also would like to thank the individuals, organizations, and partners who have supported QUIS through their donations and time over the past year. You are what makes QUIS great!



Canada 

Ontario



**EMPLOYMENT
ONTARIO**



Contact Us

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