



Quinte Immigration Services

Annual General Meeting

Wednesday, November 27, 2024, at 6 pm via Zoom

<https://us06web.zoom.us/j/85283336500?pwd=CMKv8SqFpEu0SQfc3mYyqgKfzxF2MZ.1>

Meeting ID: 852 8333 6500

Passcode: 029317



***CELEBRATING 38 YEARS
OF ASSISTING NEWCOMERS
IN THEIR INTEGRATION IN THE LOCAL COMMUNITIES
1986-2024***

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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

Community Engagement Coordinator – Myroslava Symonenko

Administrative Assistant – Olga Filippova

AGENDA

Annual General Meeting Quinte Immigration Services

Wednesday, November 27, 2024

<https://us06web.zoom.us/j/85283336500?pwd=CMKv8SqFpEu0SQfc3mYyggKfzxF2MZ.1>

Time: 6:00 pm

Meeting called to order by Process Chair

Welcome by President of the Board

- Approval of Previous AGM Minutes
- President's Report
- 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 2023-2024



Paul Osborne, President of the Board



Orlando Ferro, Executive Director

President/Executive Director fiscal year annual report in Brief.

Today we celebrate 38 years of assisting newcomers in their integration process within our community.

In the 2024 fiscal year, our organization supported a number of arrivals from yet another global conflict which displaced millions of Ukraine's population as a result of the Russian aggression and invasion of Ukraine.

This brought back to us the memories of 1999 when QUIS played an important role during the Kosovo crisis when almost 5,000 refugees landed at CFB Trenton, and again during the Syrian war of 2015.

Based on our previous experiences in past refugee crises, our organization was prepared and acted promptly in welcoming a large number of families as a result of this latest conflict in Ukraine.

Our staff actively participated in the national coordinating efforts of our umbrella organization, OCASI, attending presentations in the anticipation of the arrivals. Ukrainian staff were hired to facilitate the language assistance of the newcomers and as a result, at the end of the fiscal year we had assisted 68 Ukrainian families.

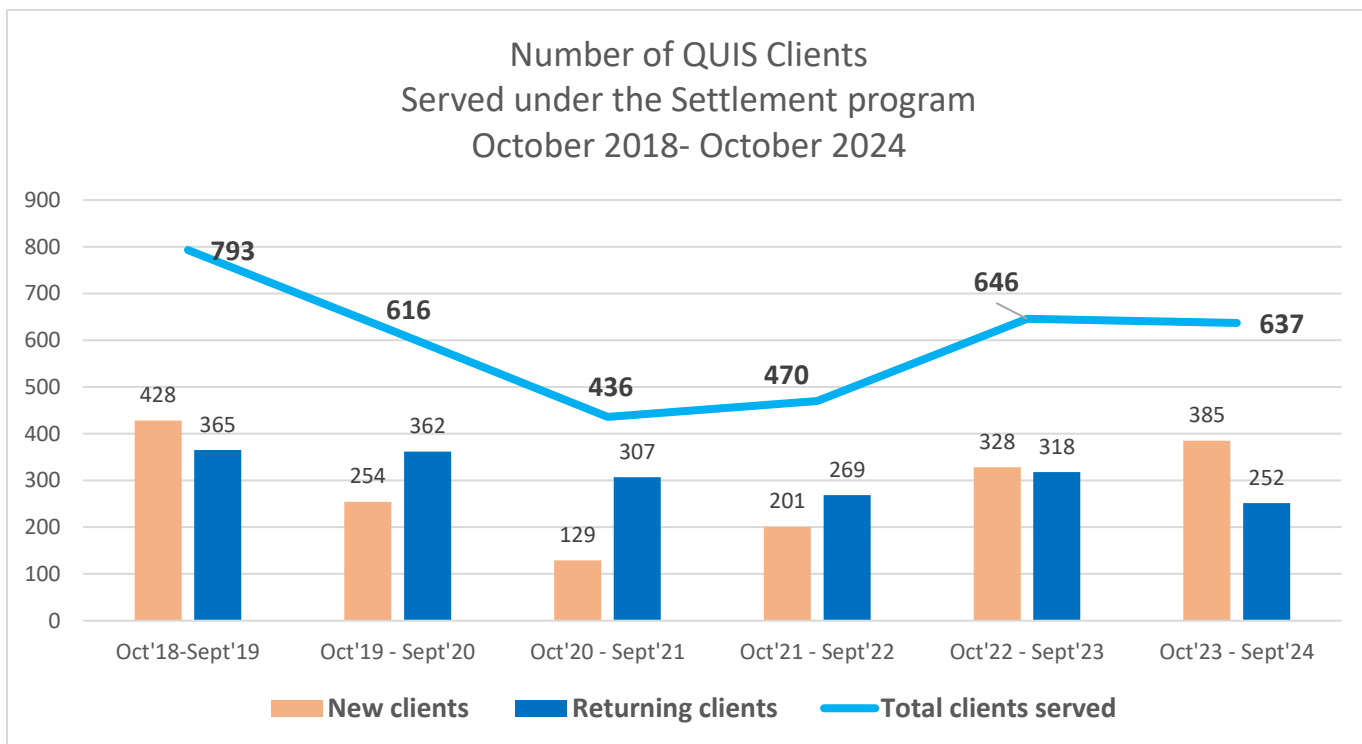


Fig.1 – Number of clients served by the Settlement services team

With many of the meetings and plan development with community input and participation, we reached out to our community stakeholders through the Quinte Local Immigration Partnership in these efforts.

In December our annual newcomer Holiday children's party also set a record of attendance: 158 clients attended the event during the festive night, and 109 newcomer children aged from newborn to 12 y.o. received their Winter Holidays presents.

Another success story was our employment services which assisted 70 clients through the STEP Program, to be trained and find jobs in the regional labour market, of them 67 participants (96%) from the underrepresented groups (i.e., women, youth, persons with disabilities, racialized groups, indigenous peoples, etc.).

Our total number of clients served in 2023-2024 was 946 clients for all services and programs*.

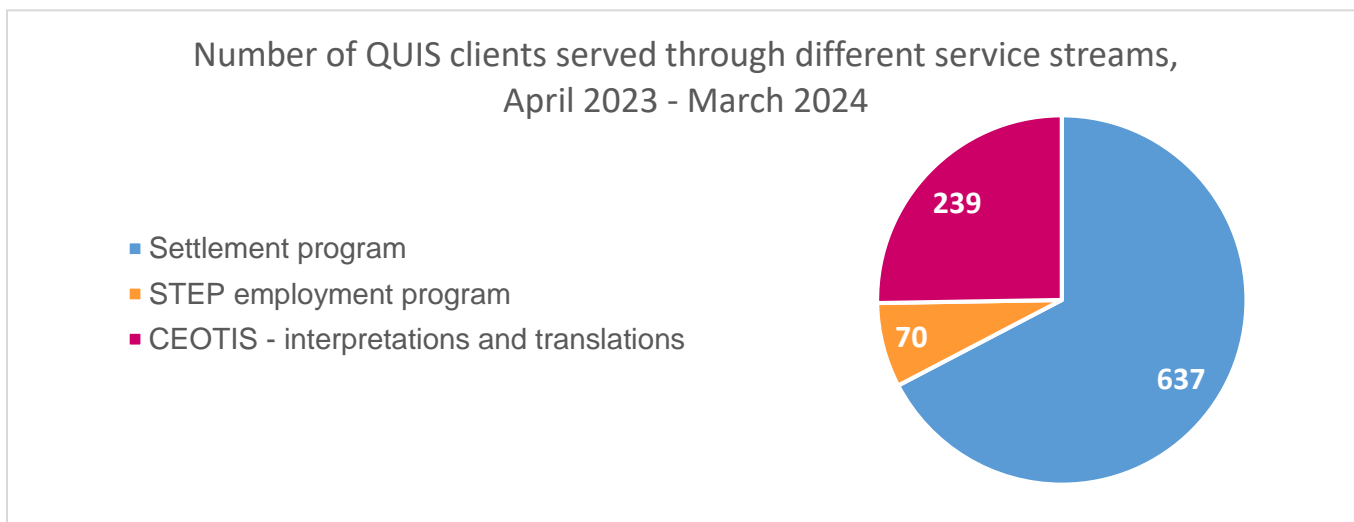


Fig.2 – Number of clients served through different service streams

Despite a slight decrease in revenues from our social enterprise, CEOTIS, we managed to maintain a stable reserve fund by minimizing unfunded costs.

Once again, without the participation of our dedicated volunteer Board of Directors and our passionate professional staff we would not have been able to not only achieve all our funders expected targets but also surpassed those targets.

For this, our sincere thanks to all those who actively supported our services delivery and also our gratitude to our funders, IRCC, MILTSD and the City of Belleville, and support received through a number of donors, foundations and fundraisers during the fiscal year.

* 946 clients for all services and programs in 2023-2024: of them, 637 unique clients served through the settlement services programs, 70 clients served through the STEP employment program, and 239 clients served by CEOTIS.

Paul Osborne - President of the Board of Directors

Orlando Ferro - Executive Director

QUIS Client Statistics from October 2023 - September 2024

In the last 12 months, Quinte Immigration Services staff have helped 637 unique clients, which is on par to the number of clients for a similar period a year ago.

QUIS Clients Countries of Birth, Top 5 during the period October 2023 – September 2024



Our clients speak a variety of languages:



QLIP-Quinte Local Immigration Partnership



The Quinte Local Immigration Partnership (QLIP) is a cooperative effort involving more than 90 Quinte Region organizations. The goal of the program 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



August 2023. Caribbean Festival at the Downtown Belleville. Collaborating with the QLIP partner agency, CALC.

on efforts to create a welcoming community for newcomers, by building potential for increased use of service protocols that meet the needs of newcomers, engaging the Francophone newcomer community, and strengthening labour market outcomes for newcomers in the Quinte Region. These efforts help to close gaps in services and eliminate duplicate services in the community.

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: progressive efforts in workplace Equity, Diversity and Inclusion initiatives supporting newcomers to improve labour market integration through projects like the

City of Belleville Workplace Inclusion Charter and the Employer Toolkit for Hiring Newcomers and ongoing work on a region-wide comprehensive community resource portal specifically for newcomers to attract and retain newcomers to the Quinte region. Workplace integration support and service coordination for newcomers has also been realized through the collaborate efforts of the Ukraine Crisis Support Group, and the QLIP Newcomers Workers Working Group. The QLIP Anti-racism Committee has worked to



February 2024. Launch of the Employer Toolkit for Hiring Newcomers

enhance learning on Anti-racism issues through preparation of a community conversation series on Anti-racism for QLIP Partners. Collaborative efforts like these allow the QLIP Partnership to strengthen local awareness and capacity to successfully integrate newcomers and foster an inclusive and welcoming community.



August 2023. Caribbean Festival at the Downtown Belleville. Collaborating with the QLIP partner agency, OHCOW.



August 2023. Youth Summit for Mental Health at the Hastings and Prince Edward District School Board, organized by the BQWCHC.



October 2023. CDC-Community Development Council Open House



June 2023. The Belleville Pride. QUIS office is a safe and welcoming place for LGBTQ2S+ newcomers.

CEOTIS-Central Eastern Ontario Translation & Interpretation

In 2002, Quinte Immigration Services (QUIS) launched CEOTIS; Central Eastern Ontario Translation and Interpretation Services. CEOTIS offers 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). 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

sending a request to ceotis@quinteimmigration.ca or completing a contact form at our website: [CONTACT US - CEOTIS | Central Eastern Ontario Translation Interpretation Services](https://www.ceotis.ca)

QUINTE STEP PROGRAM

STEP - Skills Training Employment Program

In 2020, QUIS launched a new employment program called STEP Skills Training Employment Program.

The program provides online soft skills training and job development supports to both Canadian citizens and newcomers who are under 18 y.o. and are unemployed or working less than 20 hours/week.



February 2023. Launch of the Employers' Toolkit



STEP program team

The program is funded by Employment

Ontario and is now in its third year. It primarily focuses on three industries that are experiencing labour shortages in the Quinte area: Transportation, Finance, and Hospitality. After completing their training, participants are connected with employment opportunities in these industries.

Over the year, an Employers' Toolkit has been produced as a part of the program, to assist employers in navigating information about newcomers' settlement and employment.

Settlement Services and Community Connections are the core of facilitating newcomers' integration in the Quinte region:



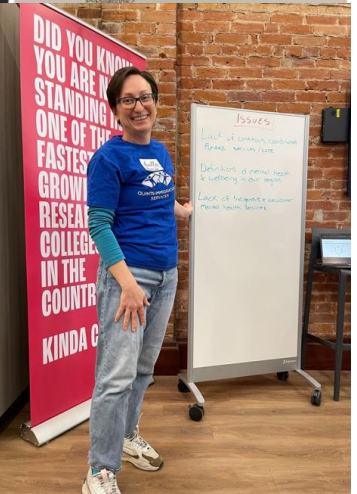
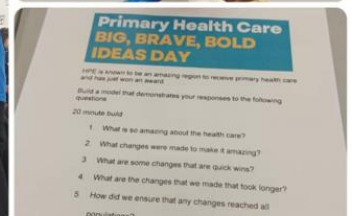
August 2023. Youth Summit for Mental Health



December 2023. Winter Holidays Party for QUIS clients.
109 newcomer children received Winter Holidays gifts from Santa Claus!



February 2024, Family Day. Presentation to the Adventure Class students Grades 1-6 at the Prince Charles School (Belleville) about family traditions around the world.



February 2024. Ontario Primary Healthcare Big, Brave, Bold Ideas Days



July 2023. Waterfront Multicultural Festival. Diversity & Inclusion pins masterclass for QUIS booth guests.



June 2023. Belleville Pride. QUIS contributes to creating Welcoming Community in the Quinte region.



February 2024. QUIS hosts filming of 2 documentaries about the war in Ukraine at the Belleville Downtown Docfest.



May 2023. Ukrainian Vyshyvanka Day. Vyshyvanka is a Ukrainian traditional embroidered blouse or shirt, where embroidery colours and elements have sacred meaning.



November 2023. Presentation about immigration, newcomers, diversity & inclusion, and QUIS services at the Prince Charles School (Belleville)



October 2023. Belleville Mayor Neil Ellis visits QUIS Open House.



Flower Girl. Oil on canvas painting by Ruslana Levandovska



March 2024. Opening of the Ukrainian Artists Exhibition at the Parrott Gallery, Belleville.



October 2023. Quinte Immigration Services Open House





June 2023. Settlement services information session for migrant workers at one of the Prince Edward County's wineries



November 2023. The Loyalist college tour for Ukrainian clients.



August 2023. A working meeting with the Indigenous artist Melissa Brant in her studio



August 2023. Meeting our community partner, Hardik Patel from the Belleville International, at the Downtown event

Our Newsletter CONNECTIONS – double-click to connect!



QUIS Fall Winter
2023 Newsletter.pdf

Your support and contribution are valued!

We would like to extend our gratitude to the team of volunteers who contributed their time and skills to our events and projects over the year. For us, volunteers and community partners, collaboration and donations are the backbone of success and the driving force to support newcomers in their settlement journey. We greatly appreciate your generosity!



Canada 

Ontario 

**EMPLOYMENT
ONTARIO**



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