



# Quinte Immigration Services

## Annual General Meeting

*Wednesday, October 26<sup>th</sup>, 2022 at 6:00pm*

Meeting will be held via Zoom

<https://us06web.zoom.us/j/81651056505>



***CELEBRATING OVER 35 YEARS  
OF CULTURE & DIVERSITY IN THE QUINTE AREA  
1986-2022***

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## Board of Directors

**President** – Paul Osborne

**Vice President** – Colleen Tripp

**Treasurer** – Esthel Issa

**Secretary** – Connie Gallupe

**Board Meeting Process Leader** – Gordon Gazley

### **Directors:**

Karen Kitchen

Gregory Burns

Jeremy Ashley

Hardik Patel

# 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** – Meghan Beatty

**Settlement Worker** – John Mark Robertson

**Settlement Worker** – Jennifer Bryant

**Settlement Worker** – Kendra Free

**STEP Coordinator** – Dawn Connon

**Job Developer** – Michael Cassidy

**Assessment Support Worker** – Rosa Ortega

**Assessment Support Worker** – Josh Thompson

**Pre-Employment Skills Trainer** – Anu Greenwood

**Quinte Local Immigration Partnership Coordinator** – Catherine Fisher Andrews

**Marketing Coordinator** – Emily Wessels

**LEITI Program Coordinator** – Marlene Miranda

**Community Engagement Coordinator** – Yuliya Lohvynenko

**Administrative Assistant** – Olga Filippova

## AGENDA

### Annual General Meeting Quinte Immigration Services

**Wednesday, October 26, 2022**  
<https://us06web.zoom.us/j/81651056505>  
**Time: 6:00pm**

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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



# Message from the President and Executive Director

## Annual Report 2021/22



*Paul Osborne, President of the Board*



*Orlando Ferro, Executive Director*

### **A message from the President of the Board of Directors and the Executive Director:**

During one of the most challenging years of providing services to newcomers in the Quinte region, due to the COVID pandemic, our dedicated staff managed to serve 198 new clients and continued to provide services to 269 returning clients for a total of 467 existing clients.

Working remotely, but always in hand to assist clients face to face during emergencies, our staff went above and beyond duty to perform with professionalism the services required from them, and for that we want to congratulate all our staff.

In order to adapt to the new technological demands of remote work during the pandemic, our organization was equipped with tools to allow the operational feasibility of our daily tasks.

We would like to thank Immigration Refugees & Citizenship Canada and the Ministry of Labour, Immigration, Trade and Skills Development for the lap tops and cell phones equipment funded during that period.

We also would like to thank the Cities of Belleville and Quinte West for their support to our organization during those challenging times.

The strain created by the pandemic lockdowns and isolation to our client's mental health was very clearly noticeable. This impact is still being felt by many today.

There were many challenges also faced by our employment services division when fulfilling program requirements not met due to the pandemic lockdowns and labour shortages.

Nevertheless to say that newcomers were the first respondents to cover for those labour shortages.

Among them, international students.

The Local Immigration Partnership (LIP) was very active during that period of time, ensuring our partnering stakeholders were coordinated with the existing resources to alleviate the challenges faced by some of our clients. Special thanks to Hastings Prince Edward Health and all our LIP partners.

Also, our special thanks to the Canadian Red Cross that once again assisted us during a time of crisis, with testing kits.

Central Eastern Ontario Translation & Interpretation Services (CEOTIS) was also a crucial department, providing translation and interpretation services on the medical level during the pandemic.

We also would like to thank our volunteer board members for their dedication and oversight of the organization during these challenging times.

Special acknowledgment to the territory of the Huron-Wendat, the Anishnaabeg, and the Haudenosaunee people. We acknowledge our shared obligation to respect, honour, and sustain these lands and the natural resources contained within.

Total number of clients served from October 2021 to September 2022: 467

Total number of international students from October 2021 to September 2022: 39

Main language groups from October 2021 to September 2022: English, Ukrainian, Tagalog, Spanish, Russian, Arabic, Punjabi, Hindi, French, and German

Top ten nationalities from October 2021 to September 2022: India-69, Ukraine-48, Philippines-45, Canada-39, Jamaica-35, Syria-28, U.S.A.-26, Mexico-19, Great Britain-17, and Afghanistan-7

Paul Osborne- President of the Board of Directors

Orlando Ferro- Executive Director

## Clients' Success Stories

Denys Bulyshev, his wife Tetiana and their three children arrived in Belleville as part of the Canada-Ukraine Authorization for Emergency Travel (CUAET). They are originally from the city of Odessa. They first came to Quinte Immigration Services in April. Over the months, QUIS has assisted the family with obtaining health cards, driver's licences, extending their sons' visitor records and other issues.

In Ukraine, Denys had his own construction company and Tetiana worked as an accountant. Denys is currently working for an engineering firm, managing a construction project. Tetiana has had her accounting degree assessed and is also working in her field.

Their youngest child is currently in daycare and the two boys are attending school.

The family has expressed an interest in staying in Canada and obtaining permanent residence. QUIS has provided information about the options available to the family.

QUIS wishes Denys, Tetiana and their family the very best.



(Daniel Joseph Petty, <https://www.pexels.com/photo/canada-flag-with-mountain-range-view-756790/>)

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Earlier this year, QUIS staff were thrilled to celebrate the news that Zhiying Mao (also known as Dan) had received notice of confirmation of permanent residency in Canada. A long journey and collaborative effort that was years in the making! QUIS first started working with Dan and her husband Brett in April 2018 to renew visitor visas that would extend the length of time that Dan could remain in the country. The settlement workers discussed options for permanent residence through sponsorship but due to various health issues it just wasn't possible to dedicate the amount of time and attention needed to complete the process. In addition, Dan needed to be able to travel back home to China to care for a family member and that made the in-country sponsorship process more difficult.

Then in 2020 when the COVID-19 pandemic gripped the world and most services were forced to shut down, it made completing paperwork nearly impossible. Providing remote services to this family was only going to create more barriers and challenges for them. By the time that in-person services and travel started to re-open it was vital that we push through for a permanent option to ensure that the family stayed together. Working with them and Brett's sister, who generously gave a lot of her time to assist, the spousal sponsorship application was completed and submitted to IRCC for processing in the summer of 2021. A real team effort, QUIS helped with explaining the various requirements of the sponsorship process and ensured that all required documentation was obtained.

In early April 2022, QUIS received the good news that the application for permanent residence had been approved! We wish the entire family success and happiness in a new chapter. May they have many more years to support each other, make memories and enjoy being together.

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Yuliya Lohvynenko first contacted QUIS in June 2022. She and her family arrived in Canada in mid-May under the Canada Ukraine Authorization for Emergency Travel program, fleeing from the war-torn Irpin in Ukraine. Yuliya's family was hosted by the Not-for-Profit Corporation "Humanity for Free Ukraine" (OCN 1000156054) in Belleville. In line with the CUAET program, Yuliya had got her Open Work Permit at the Canadian border crossing point and was actively looking for a job. QUIS staff advised her about the Quinte Skills Training Employment Program (STEP) which provided training in Hospitality, Transportation and Accounting fields with further support from a career coach. At the same time, Yuliya saw a job posting for a Community engagement coordinator at QUIS posted at a job board and applied for that. She went through a rigorous selection process and got the job at QUIS! Since September 2022, Yuliya has been working at QUIS to partner with community agencies for assistance and support for Ukrainian displaced persons arriving in Quinte area as well as coordinating the QLIP Ukraine Crisis Work Group.



Yuliya Lohvynenko stands alongside her partner Iryna Luzhynska as she holds the family's dog Luna, a two-year-old Jack Russell Terrier, as they couple stands behind their children Adam and Adriana. The family is settling into their new community in Belleville after escaping their home of Ukraine. Monday in Belleville, Ontario. ALEX FILIPE jpg, B1

# QUIS Client Statistics from October 2021-September 2022

In the last 12 months Quinte Immigration Services staff have helped 467 unique clients.

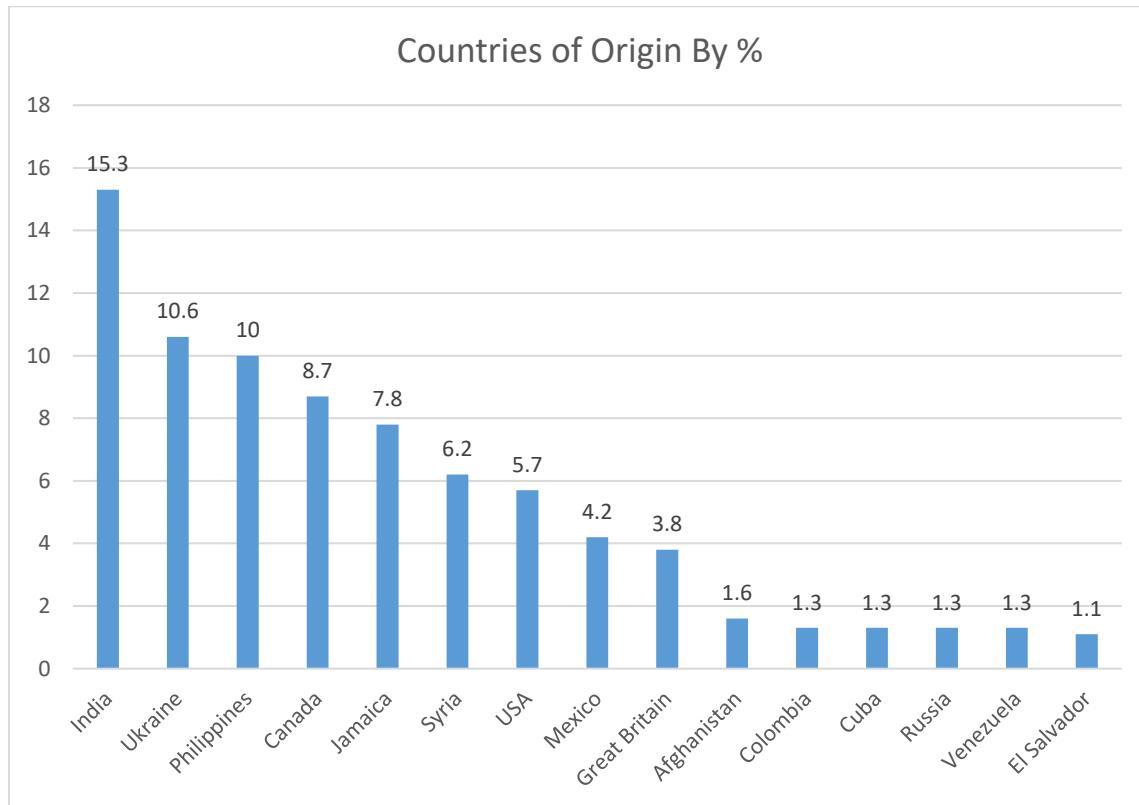
## Languages Spoken

Tagalog  
Hindi  
German French Punjabi  
Russian  
English  
Arabic  
Ukrainian  
Spanish

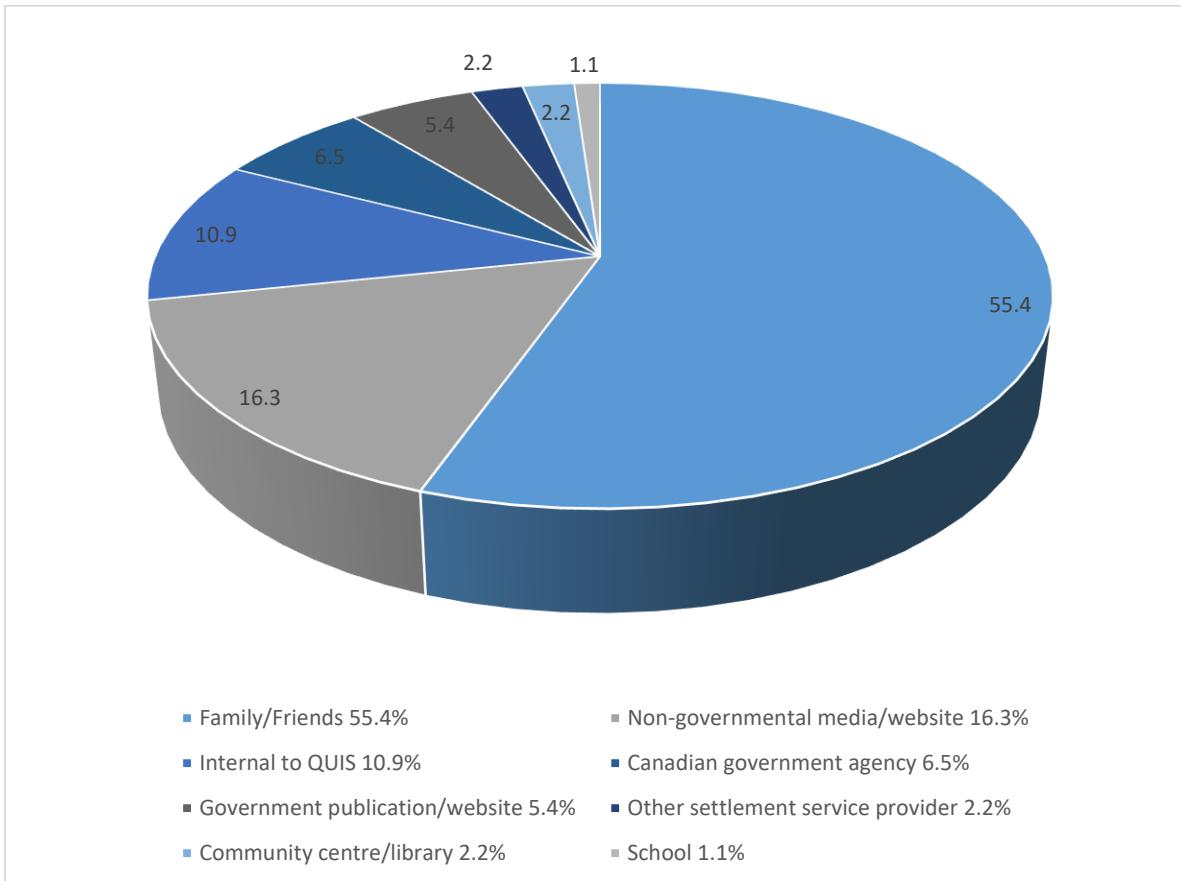
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English 56.6% - Ukrainian 12.5% - Tagalog 12.2% - Spanish 10.4% - Russian 9.3%  
- Arabic 9.0% - Punjabi 7.2% - Hindi 4.3% - French 2.9% - German 2.2%

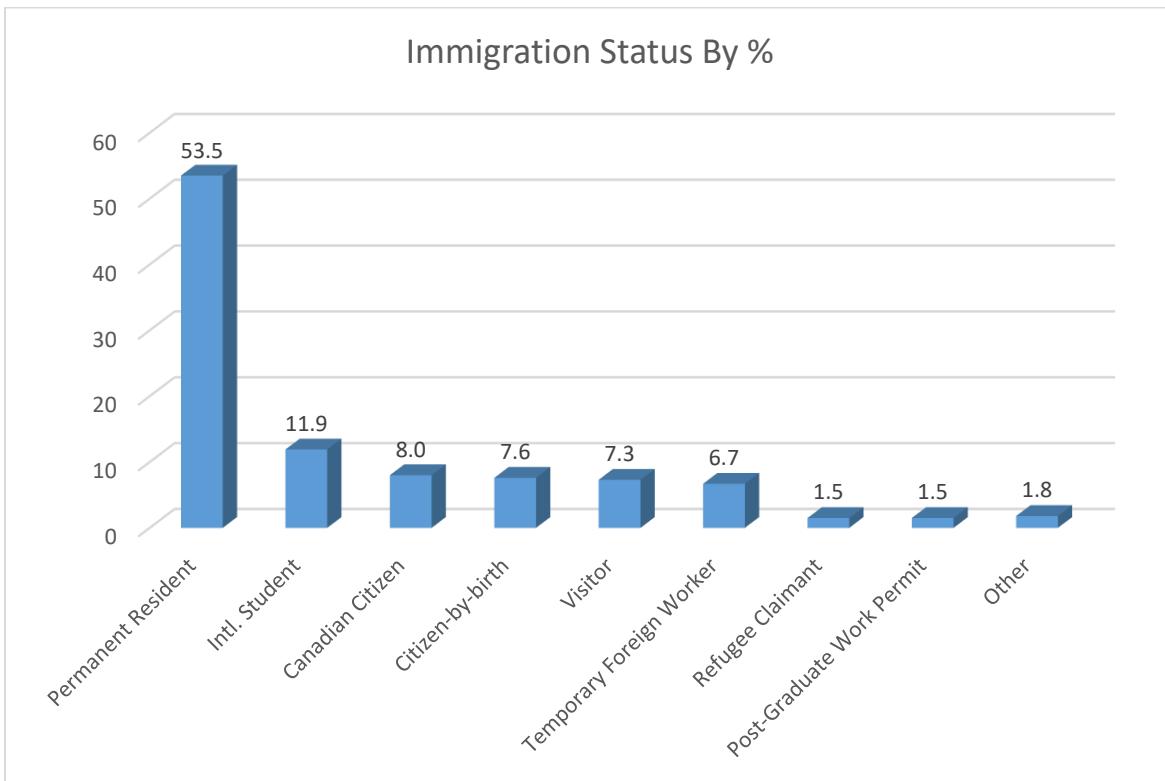
## Countries of Origin (Top 15)



## How Did Clients Hear About QUIS?



## 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, teleconference interpretation, as well as message relays and sight translation. 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 24 hours a day, 7 days a week by calling 1-888-968-1065.

## Q-STEP-Quinte Skills Training Employment Program

Q U I N T E  
**STEP**  
P R O G R A M

In 2020, QUIS launched a new employment program called Q-STEP; Quinte 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 Skills Advancement Ontario and is now in its second cohort. 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](mailto:step@quinteimmigration.ca) or at [quintestep.ca](http://quintestep.ca).

## LEITI-Labour & Economic Integration Through Immigration

The Labour & Economic Integration Through Immigration (LEITI) program matches skilled newcomers residing in Ontario with local industries facing labor shortages in the Quinte region. In addition, LEITI looks to connect newcomers interested in starting up a business in the Quinte Region with business opportunities or entrepreneurship organizations. All newcomers who are legally entitled to work in Canada are eligible for this program. Job-seekers are provided with information, referrals, and assistance with resumes and job-searching. Newcomer entrepreneurs are connected to local organizations that will provide entrepreneurial counselling to start a business or will facilitate the relocating of their existing business to this area.

Employers and newcomers alike are encouraged to make use of the LEITI job board to match job-seekers with paid positions. Local labour market information is also regularly updated and shared with job-seekers, which is particularly helpful for international students seeking permanent residency in Canada through the Express Entry program to assist them in settling permanently in the Quinte area.

## QLIP-Quinte Local Immigration Partnership



The Quinte Local Immigration Partnership (QLIP) is a cooperative effort involving 60 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.

## Past Events

### Banking Information Session-April 20<sup>th</sup>, 2022

On April 20<sup>th</sup>, 2022, QUIS staff and two guest speakers from a local CIBC branch hosted an information session on banking in Canada, home-buying options, chequing and savings account, credit, and newcomer-specific banking programs.

### Elections Ontario Information Session-May 5<sup>th</sup>, 2022

On May 5<sup>th</sup>, 2022, QUIS staff and a guest speaker from Elections Ontario held an information session on voting in provincial elections, who is eligible to vote, how to check voter registration, and voting options.

### Community Development Council of Quinte Information Session-May 13<sup>th</sup>, 2022

On May 13<sup>th</sup>, 2022, QUIS staff and a guest speaker from the Community Development Council of Quinte presented information on food security and baby supply programs, community gardens, and cooking and buying kitchen items on a budget. The presentation included a cooking demonstration.

### IRCC/QUIS Information Session-June 15<sup>th</sup>, 2022

On June 15<sup>th</sup>, 2022, QUIS staff hosted an information session on updates to QUIS and IRCC services, current travel restrictions, current application processes, delays, and cancellations, current public health guidelines, and COVID-19 vaccination and testing updates.

### Professional Clothing Giveaway 1-June 17<sup>th</sup>, 2022

On June 17<sup>th</sup>, 2022, QUIS staff hosted an in-person giveaway of free professional clothing donated by Maurice's in Belleville as well as community members. Clients were able to pick out various clothing items for use in employment and job interviews.

### Financial Literacy Information Session-July 15<sup>th</sup>, 2022

On July 15<sup>th</sup>, 2022, QUIS staff held an information session on financial literacy, including budgeting, community resources and programs for low-income families, practical tips on how to save money on groceries, transportation, entertainment and utilities, and managing bills.

### YMCA Information Session-August 10<sup>th</sup>, 2022

On August 10<sup>th</sup>, 2022, QUIS staff and a guest speaker from the YMCA of Central Eastern Ontario presented information on programs and services available at the local YMCA, as well as how to obtain a free membership.

### Professional Clothing Giveaway 2-September 16<sup>th</sup>, 2022

On September 16<sup>th</sup>, 2022, QUIS staff hosted another in-person giveaway of donated professional clothing so that clients who could not attend the first one could also participate.

### Employment Information Session-September 28<sup>th</sup>, 2022

On September 28<sup>th</sup>, 2022, QUIS staff held an information session on employment rights in Ontario and updated information on the LEITI program.

# Upcoming Events

## Felting Workshop-October 2022

In October 2022, QUIS staff will hold a felting workshop where clients are provided with kits and Zoom-led instructions on how to create a small felted creation.

## CALC Information Session-October 2022

In October 2022, QUIS staff and a guest speaker from the Community Advocacy & Legal Centre will present information on free legal services for low-income individuals in the Quinte area.

## Winter Clothing Giveaway-November 2022

In November 2022, QUIS staff will hold a giveaway of winter clothing for clients in need of coats and other winter accessories.

## Winter Safety Information Session-November 2022

In November 2022, QUIS staff will host an information session on driving, pedestrian and home safety in the wintertime.

## Santa Pick-ups Event-December 2022

In December 2022, QUIS staff will be hosting an alternative to the annual Children's Holiday Party that will provide an opportunity for families to pick up gifts and treats for their children and enjoy a little holiday cheer.

## IRCC/QUIS Information Session-January 2023

In January 2023, QUIS staff will present information on updates from IRCC and QUIS programs.

## Sculpting Workshop-January 2023

In January 2023, QUIS staff will distribute supplies and hold a virtual sculpting workshop for clients interested in crafts.

## Wills & Powers of Attorney Information Session-February 2023

In February 2023, QUIS staff and a guest speaker from CALC will host an information session on wills and powers of attorney.

## Free Tax Clinic-March 2023

In March 2022, following an information session, eligible clients will be able to book appointments to complete their tax returns over the phone with one of QUIS' CVITP volunteers.

## **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

**EMPLOYMENT  
ONTARIO**

# Ontario



A Natural Attraction



## Contact Us

**Quinte Immigration Services**  
2-345 College Street East  
Belleville, ON, K8N 5S7  
Phone: 613-968-7723  
Email: [info@quinteimmigration.ca](mailto:info@quinteimmigration.ca)  
Website: [www.quinteimmigration.ca](http://www.quinteimmigration.ca)