



Quinte Immigration Services

2025 Annual General Meeting

Wednesday, November 26, 2025, at 6 pm via Zoom

<https://us06web.zoom.us/j/83915678599?pwd=ha50pmNJPMfqCcEsRmupEYSnRLF2jP.1>

Meeting ID: 839 1567 8599

Passcode: 376532



**CELEBRATING 39 YEARS
OF ASSISTING NEWCOMERS**

***IN THEIR SETTLEMENT JOURNEY AND SUPPORTING THEIR
INTEGRATION IN THE LOCAL COMMUNITIES***

1986-2025

Table of Contents

Annual Report 2024/2025	2
Board of Directors	3
Our Mission	3
2025 AGM Agenda	4
Keynote from the President and Executive Director.....	5
Clients' Statistics	8
Our programs: QLIP, Settlement, CEOTIS	9
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

Finance and Client Service Manager – Yuliya Lohvynenko

Senior Settlement Worker – Jennifer Bryant

Settlement Worker – John Mark Robertson

Settlement Worker – Kendra Free

Quinte Local Immigration Partnership Coordinator – Catherine Fisher Andrews

Community Engagement Coordinator – Myroslava Symonenko

Administrative Assistant – Olga Filippova

AGENDA

Annual General Meeting Quinte Immigration Services

Wednesday, November 26, 2025
Time: 6:00 pm

<https://us06web.zoom.us/j/83915678599?pwd=ha50pmNJPMfqCcEsRmupEYSnRLF2jP.1>

Meeting ID: 839 1567 8599

Passcode: 376532

Local dial-in numbers:

+1 647 374 4685 Canada

+1 647 558 0588 Canada

Meeting called to order by Process Chair

Welcome by President of the Board

- Approval of Previous AGM Minutes
- ED / President's Report (please see p.5)
- 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 2024-2025



Paul Osborne, President of the Board



Orlando Ferro, Executive Director

President/Executive Director fiscal year annual report in Brief.

Today we celebrate **39 years** of assisting newcomers in their integration process within communities of the current QUIS catchment area covering cities, towns, and rural areas of the eastern part of the Northumberland County, Hastings Country, Prince Edward County, and Greater Napanee.

In the fiscal year of 2025, our organization and clients faced a significant setback with the **loss of provincial funding for employment and training services**. Those services had supported hundreds of newcomer families as well as Permanent residents and Canadian citizens, to be trained, re-skilled, and integrated or re-integrated into the local labour market.

- As a consequence, our **employment program was closed** and many of our staff had to be laid off.

Despite this challenge, we continued our efforts to mitigate the lack of government funding support by extending our remaining staff to assist clients in need of settlement services. We also initiated efforts to look for different funding sources to replace the loss of the training & employment program.

That coincided with the end of a five-year contribution agreement for settlement services by the federal government. We managed to **successfully negotiate a three-year contact** for the following years 2025-2028 despite of funding reductions and at the same time secured the **launch of a new SWIS-Settlement Workers in Schools program in 2025** to support newcomer school students and their families during their integration into Canadian education system. This new program gave us the

opportunity to partner with several school boards in the region, facilitated by the QLIP-Quinte Local Immigration Partnership.

Throughout the period, our staff has provided services to a diverse population of newcomers:

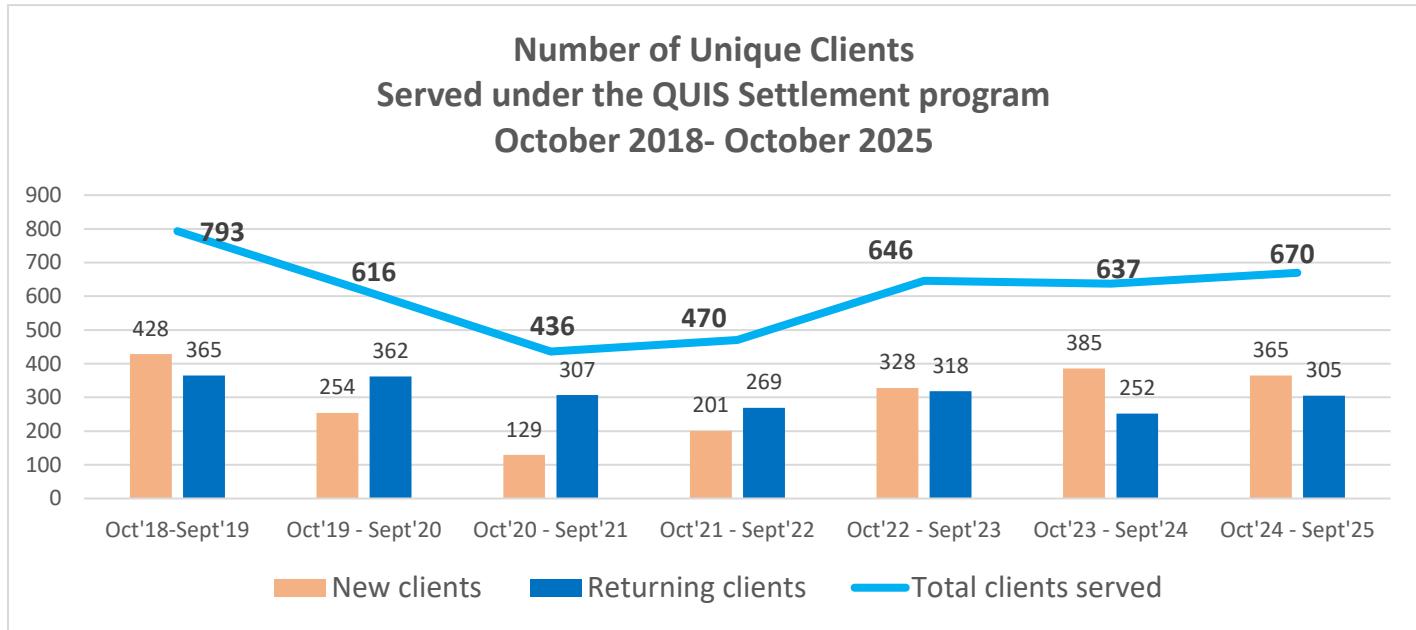


Fig.1 – Number of clients served by the Settlement services team

Our social enterprise, **CEOTIS**, helped us maintain a stable reserve fund to minimize unfunded costs.

Over the course of the 2024-2025 fiscal year, QUIS has served **930 (+6% to previous year)** clients through various service streams, with a steady YOY increase in the number of Settlement and CEOTIS clients.

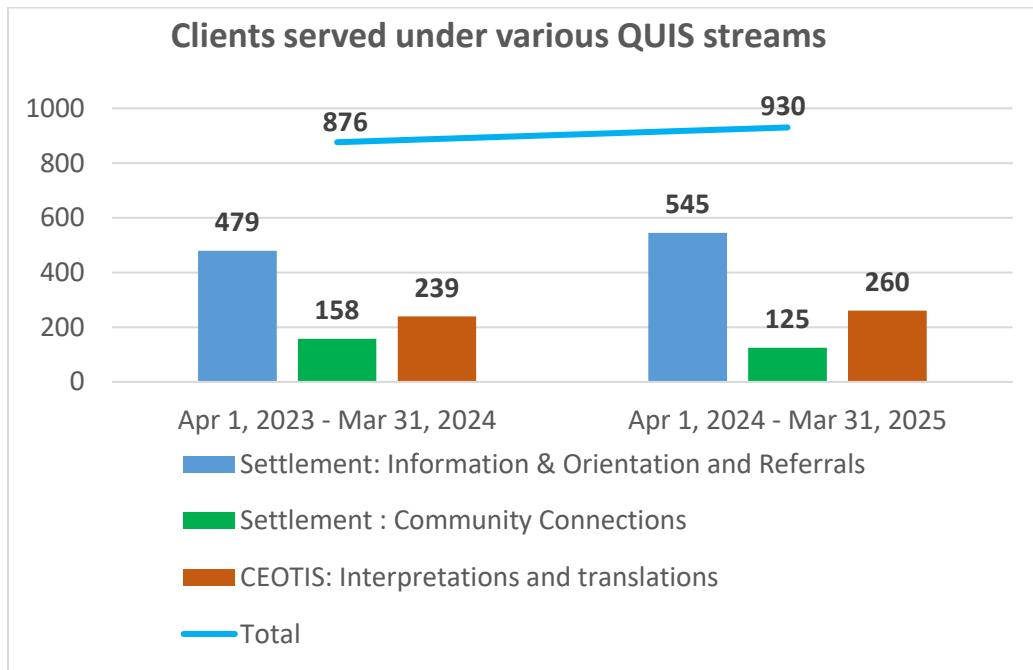


Fig.2 – Number of clients served through different service streams

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 service 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.

Paul Osborne, President of the Board of Directors

Orlando Ferro, Executive Director

QUIS Clients by Their Countries of Birth, Top 5 during the period April 1, 2024 – March 31, 2025:



**48% of the clients we've served over this period,
arrived to Canada 5 or less years ago.**

Beside the official languages of Canada, English and French, our clients speak 58 other languages including:



<https://www.freewordcloudgenerator.com/generatewordcloud>

QLIP-Quinte Local Immigration Partnership



The Quinte Local Immigration Partnership (QLIP) brings together more than **90 organizations across the Quinte Region** in a coordinated effort to support the successful integration of newcomers. The Partnership provides a collaborative framework for developing and implementing sustainable, locally driven solutions that enhance inclusion at both the local and regional levels.

All of QLIP's work is guided by a Gender-Based Analysis Plus (GBA+) lens, ensuring that initiatives consider the diverse experiences and intersecting identities of all community members.

QLIP's efforts focus on improving access to services, fostering a welcoming community, and promoting the use of service protocols that respond to newcomer needs. QLIP prioritizes engagement to strengthen labour market outcomes and for all newcomers while supporting the integration of newcomers into the community. To this end, QLIP also partners with regional Francophone-supporting organizations to ensure that Francophone newcomers and communities are effectively served and represented throughout the Quinte Region. These collective efforts reduce service gaps, eliminate duplication, and build stronger community connections.



The QLIP Settlement Strategy and Action Plan guides this work by encouraging the development of new community protocols that enhance coordination and delivery of newcomer services.



Ongoing Initiatives (2024–2025)

Key initiatives include the City of Belleville Workplace Inclusion Charter, which encourages regional employers to integrate equity, diversity, and inclusion (EDI) strategies into workplace culture. QLIP has also delivered the Brave Conversations Anti-Racism Workshop Series, since May 2024, which is designed to strengthen local leadership in addressing racism and advancing equity across Hastings and Prince Edward Counties. Building on the success of the Brave Conversations 3 event in June 2025, two additional workshops are planned for February and May 2026 to deepen learning, accountability, and the integration of anti-racism practices in community organizations.

International Women's Day, March 2025



In partnership with Loyalist College, QLIP is supporting the development of the Quinte Compass, an online tool to help equity-deserving communities find inclusive services, resources, and supports.

Other initiatives this year have centred on working with regional school boards to build capacity for successful implementation of

the Settlement Workers in Schools (SWIS) programming, supporting newcomer workers through the QLIP Newcomer Workers Working Group around employment crisis response and development of foundational work to assess worker needs. Additionally, the coordination of the Healthcare Roundtable focused this year on Gender-based violence and the Ontario Health Team Primary Healthcare implementation plan. QLIP also supported Belleville Quinte West



VIQ Fair, March 2025

Community Health Centre funded programming through QUIS Community Connections to create information sessions and resources for clients on key health needs such as mental health, nutrition and vaccinations.



QLIP also participates in the Belleville Caribbean Festival, Community Safety and Well-Being Committees for Quinte West and PEC, the Quinte Coordinating Committee Against Violence, and development of International Women's Day events in community partnerships. Through these events an emphasis was placed on cultural celebration, youth mental health, gender-based violence supports and gender empowerment for newcomers. Recent outreach includes co-developing resource posters and marketing materials for QUIS and QLIP with QUIS Community Connections as well as launching a new partnership with the Bay of Quinte Pride Committee to establish a Newcomer Support Group.

At the Caribbean Festival, August 2024

The Quinte Local Immigration Partnership (QLIP) continues to strengthen the Quinte Region through collaboration, innovation, and a shared commitment to equity and inclusion. By engaging community partners and fostering inclusive practices, QLIP helps create a welcoming environment where newcomers can thrive and contribute to regional growth. Guided by its Settlement Strategy and Action Plan, QLIP remains dedicated to building a connected, equitable, and resilient community for all.



*Belleville Waterfront Festival:
Multicultural Canvas, July 2024*



*Winter Holidays at the
QUIS office,
December 2024*

Settlement Program: Newcomer Women's Group initiative

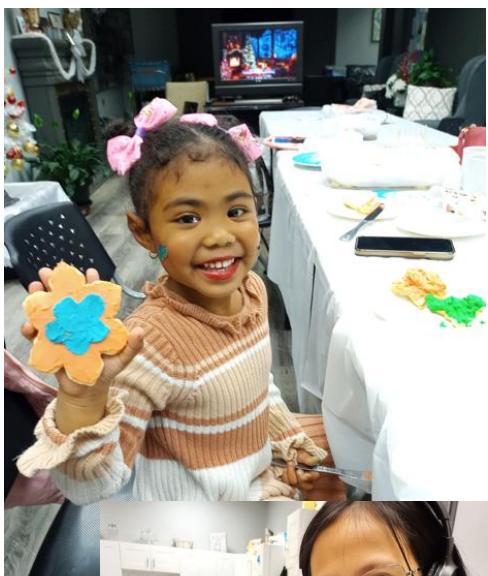
In January 2024, QUIS started a new pilot program that focused on the needs of newcomer women and provided monthly sessions on a range of topics including mental health & wellbeing, nutrition, entrepreneurship and cultural celebrations. Thanks to a successful grant application through the Community Empowerment for Economic Development (CEED) Program with Trenval, QUIS was able to provide this unique opportunity to its female clients.

The project gave newcomer women a chance to learn new skills, connect with each other, gain valuable support, and empower them to seek out new opportunities for personal growth. Every session that took place saw a new connection being made and new friendships develop! From



January to December 2024, there were 30 newcomer women that attended the various sessions with 8 women regularly attending each month. Women were welcome to bring their children as well as we know finding child care is often a barrier to participating. Our family friendly events saw 10 children & youth participate in the sessions.

The first session with the Community Health Centre gave clients important info about women's health and taking care of yourself plus a chance to get on the wait list for the primary care clinic. The newcomer women's group co-hosted other sessions with the Quinte West Public Library, Community Development Council of Quinte, Glanmore House, YMCA of Central East Ontario, Trenval, Children's Safety Village, Continuing on in Education (COED) and local restaurant, The Kafana.



Cookies decoration workshop at the COED, December 2024



QUIS' long-term partner: Continuing on in Education (COED)



Newcomer Women's Group meetup at
The Kafana, December 2024



Newcomer Women's Group cooking workshop at
the CDC-Community Development Centre



Handmade bags' workshop at the Quinte West Public Library, July 2024



Newcomer Women's Group meetup at the BQWCHC, March 2025



Newcomer Women's Group visit to the Glanmore Historic Site, December 2024

Settlement Program: Information and Orientation, Referrals and Community Supports for our Clients



Quinte Career Fair, October 2024



Career Fair at the Loyalist College, March 2025



Free winter clothes for our clients, November-December 2024



Open Doors at QUIS, October 2024

CEOTIS-Central Eastern Ontario Translation & Interpretation

In 2002, Quinte Immigration Services started a social enterprise CEOTIS-Central Eastern Ontario

Translation and Interpretation Services.

CEOTIS offers

Service Provider



Limited-English Speaker

CEOTIS

Translation and Interpretation Services

fee-for-

service verbal interpretation and written translation services in over 125 languages. Our interpreters and translators maintain professionalism and respect clients' confidentiality. A particular benefit for our clients is the fact that our interpreters and translators are culturally competent and Ontario-certified; thus, their services are accepted by municipal, provincial and federal levels of Canadian government.

Services are available Monday to Friday, 8 am – 4 pm by sending a request to ceotis@quinteimmigration.ca or completing a contact form at our website: CONTACT US - CEOTIS | Central Eastern Ontario Translation Interpretation Services



Your support and contribution are valued!

We would like to extend our gratitude to the team of volunteers and community partners who contributed their time and skills to our events and projects over the year. Together, we've been creating a welcoming community for newcomers to settle at the Bay of Quinte.

We greatly appreciate your generosity!

Canada

Ontario





Contact Us!
Quinte Immigration Services
Unit #2, 345 College Street East
Belleville, ON, K8N 5S7
Phone: 613-968-7723 ext. 0 (reception)
Email: info@quinteimmigration.ca
www.quinteimmigration.ca
www qlip.ca
www.ceotis.ca