



Access Alliance

Multicultural Health and Community Services

**Access Alliance
Annual Report To The Community**

2009–2010



Message from the Chairperson of the Board and the Executive Director

This past year has been a time of closure, fresh starts and celebration of all our successes. We kicked the year off with an amazing celebration of our 20th anniversary. At this event we honoured long time partners, staff, founders of the organization and many others who have contributed so much to the work of the organization over the past 20 years. The Honourable David Caplan, Minister of Health and Long Term Care at that time, was present, with his mother, the Honourable Elinor Caplan, who was the Minister of Health when Access Alliance received its first grant from the provincial government.

Over 7 years ago, the board of directors identified strategic priorities for the organization that focused on being responsive to the most disadvantaged immigrant community needs across the city. We identified our Access Model which was a strategy to move all our programming away from downtown into the inner suburbs where newcomers live and make ourselves, our services and programs more equitably accessible. This strategy has included the establishment of offices to anchor our programming and new partnerships, both of which lead to the expansion of our service capacity. This past year, we have fully achieved that vision.

- New west and east offices are in operation and will be officially opened this fall
- Settlement services and youth programming have been included in our portfolio of direct services and programs
- We have demonstrated sectoral leadership in building capacity in serving government assisted refugees, addressing barriers faced by LGBTQ and newcomers, and in developing a unique model of volunteer engagement

In the past year the world has changed, we have seen economic markets crash, conflicts across the world continue to contribute to mass movement of people and global warming is starting to affect us in ways we are not yet ready to manage. In Toronto, we, at Access Alliance, still strive for equitable access for all to the determinants of health and work to mitigate the impact of continuing cutbacks on the lives of the most disadvantaged. We are in the process of renewing our commitment to our vision of “Health With Dignity” as we develop a new strategic plan that will provide us with direction for the next few years. As our journey continues, we acknowledge that our successes are the result of collaboration with and between our funders, sister agencies, communities of interest, staff and volunteers. Together they have formed the foundation of our previous strategic directions and will continue to be for those hereon.

Board of Directors 2009–2010

EXECUTIVE MEMBERS

Nelson Cabral, Executive Officer, **CHAIR**
Keisa Campbell, Senior Officer, **VICE-CHAIR**
Erika Khandor, Executive Officer, **SECRETARY**
Johannes Tekle, Executive Officer, **TREASURER**

MANAGING DIRECTORS

Aamna Ashraf
Nina Boric
Ricardo Gomez-Insausti
Arminda Gonzalez-Dumpierrez
Michael Isaac
Anita Morris
Moez Rajwani
Shuah Roskies

COMMUNITY NETWORKS AND PARTNERS 2009–2010

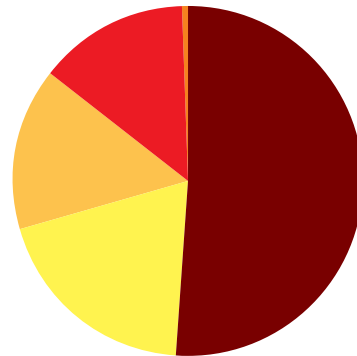
- Across Boundaries
- Afghan Women's Association
- Agincourt Community Services Association
- Association of Ontario Health Centres (AOHC)
- Barbra Schlifer Commemorative Clinic
- Better Beginnings NOW CAP-C
- Black Creek CHC
- Cahoots Theatre Projects
- Canadian Association of Family Resource Programs
- CASSA
- Centre for Research on Inner City Health
- Centre of Excellence for Research on Immigration and Settlement (CERIS)
- Community Social Planning Council of Toronto
- COSTI
- CultureLink
- Davenport-Perth Neighbourhood Centre
- Delta Family Resources Centre
- Doorsteps Neighbourhood Services
- East Scarborough Storefront
- East York East Toronto Family Resources
- Flemingdon Neighbourhood Services
- Four Villages CHC
- Healthcare Interpretation Network
- LAMP
- Lighthouse
- New Heights CHC
- Oakridge Community Recreational Centre
- OCASI
- Parkdale CHC
- Queen West CHC
- Queens University – Faculty of Health Sciences
- Ready for School Connects
- Regent Park CHC
- Rexdale Women's Centre
- Ryerson University – Department of Nursing
- Ryerson University – School of Social Work
- Ryerson University – The G. Raymond Chang School of Continuing Education, Internationally Educated Social Work Professionals Bridging Program
- Scarborough Addiction Services Partnership – SASP
- Sistering
- Skills for Change
- St. Christopher House
- St. Joseph's Health Centre
- St. Stephen's Community House
- Stonegate CHC
- Street Health Community Nursing Foundation
- Syme Woolner Neighbourhood & Family Centre
- The 519 Church Street Community Centre
- The STOP Community Food Centre
- Thorncliffe Neighbourhood Office
- Toronto Community Housing Corporation

FINANCIAL STATEMENTS (Audited)

Statement of combined Expenditures and Revenues
For the year ended March 31, 2010

| EXPENDITURES | 2010 | 2009 |
|--------------------------|------------------|------------------|
| Personnel Expenses | 4,624,437 | 3,918,241 |
| Satellite Development | 1,239,566 | – |
| Service Delivery | 1,743,437 | 1,481,089 |
| Operating Expenses | 1,358,507 | 1,182,531 |
| Amortization | 35,473 | 4,172 |
| Total Expenditure | 9,001,420 | 6,586,033 |

| REVENUE | 2010 | 2009 |
|--|------------------|------------------|
| Federal Grants | 1,622,226 | 957,446 |
| Provincial Grants | 5,235,356 | 4,107,175 |
| Municipal Grants | 95,174 | 102,952 |
| United Way of Toronto | 662,859 | 218,200 |
| Foundations | 97,701 | 98,076 |
| Interpretation Fees | 1,157,240 | 1,085,269 |
| Other | 236,367 | 183,184 |
| Total Revenue | 9,106,923 | 6,752,302 |
| Capital Assets Adjustment | 35,473 | 4,172 |
| Repayment to MOHLTC | – | (1,247) |
| Transfers to Restricted Reserves | (140,976) | (169,194) |
| Total Revenue minus Adjustments | 9,001,420 | 6,586,033 |



EXPENDITURES 2009–2010
\$9,001,420

| | |
|---------------|-----------------------|
| 51.37% | Personnel Expenses |
| 13.77% | Satellite Development |
| 19.37% | Service Delivery |
| 15.09% | Operating Expenses |
| 0.40% | Amortization |

FUNDING 2009–2010

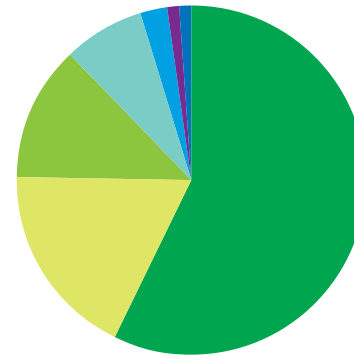
| Federal Grants | 2010 | 2009 |
|------------------------------|-----------|------------------|
| Health Canada | 128,125 | – |
| HRSD Canada | 7,089 | – |
| Citizen & Immigration Canada | 1,487,012 | – |
| | | 1,622,226 |

| Provincial Grants | 2010 | 2009 |
|----------------------------------|-----------|------------------|
| Local Health Integration Network | 3,258,909 | – |
| Non-recurring | 131,779 | – |
| Satellite | 1,841,105 | – |
| Min. of Attorney General | 3,563 | – |
| | | 5,235,356 |

| Municipal Grants | 2010 | 2009 |
|------------------|--------|---------------|
| City of Toronto | 91,558 | – |
| Region of Peel | 3,616 | – |
| | | 95,174 |

| United Way of Toronto Foundations | 2010 | 2009 |
|-----------------------------------|--------|---------------|
| Trillium Foundation | 48,286 | – |
| Metcalf Foundation | 46,415 | – |
| CHUM Charitable Foundation | 3,000 | – |
| | | 97,701 |

| Interpretation Fees | 2010 | 2009 |
|---------------------|------------------|------------------|
| | 1,157,240 | 1,085,269 |
| Other organizations | 174,678 | 183,184 |
| Other | 61,689 | 183,184 |
| | 9,106,923 | 6,752,302 |



REVENUE 2009–2010
\$9,106,923

| | |
|---------------|-----------------------|
| 17.81% | Federal Grants |
| 57.49% | Provincial Grants |
| 1.05% | Municipal Grants |
| 7.28% | United Way of Toronto |
| 1.07% | Foundations |
| 12.71% | Interpretation Fees |
| 2.59% | Other |

- Toronto District School Board:
 - Crescent Town Elementary School
 - George Webster Elementary School
 - Secord Elementary School
- Toronto Public Health
- TUHA
- University of Toronto – School of Nursing
- University of Toronto, Department of Medicine
- Warden Woods Community Centre
- WEUHA
- West Hill CHC
- Working Women Community Centre
- York University – School of Social Work

FUNDERS 2009–2010

- Toronto Local Health and Integration Network (LHIN)
- Citizen and Immigration Canada
- Canadian Women's Foundation
- Centre for Addiction and Mental Health (CAMH)
- Centre for Urban Health Initiative (CUHI)
- City of Toronto
- Laidlaw Foundation
- Metcalf Foundation
- Public Health Agency of Canada
- Scarborough Addiction Service
- Service Canada-Summer Jobs (HRSDC)
- Trillium Foundation
- United Way of Toronto
- University of Toronto – Faculty of Nursing (CHEO)
- Wellesley Institute
- Willow Foundation

CORPORATE DONORS 2009–2010

- BMO Financial Group
- CHUM
- F. K. Morrow Foundation
- Multi-Languages Corporation
- Sir Joseph Flavelle Foundation

SETTLEMENT SERVICES

Our settlement services program is focussed on the successful settlement and integration of newcomers to Toronto. Our aim is to ensure that newcomers are welcomed and fully integrated into Canadian communities; that newcomers are engaged and participate in all sectors of society; and that society recognizes the benefit of newcomer contributions.

Over the past year we saw over 600 new settlement service clients – over 60% of these have been in Canada for less than one year. Our settlement counsellors and peer outreach workers delivered over 100 Newcomer Education Workshops to LINC classes and other newcomer groups in the city, with over 2000 individuals participating in these sessions. The workshops provide information on various issues addressing settlement-linked determinants of health. In addition, we had over 1200 visits to our Resource Centre which provides public access to computers as well as support in accessing resources and information about housing, education, other resources as well as coaching on surfing the net and preparing electronic resumes.

We have been very successful in supporting newcomers in the settlement process as well as engaging in initiatives addressing systems barriers and advocacy for change.

VOLUNTEERS

Volunteers have always played a significant role at Access Alliance. Our program uses an approach to volunteer involvement based on community development principles.

Our goal is to support newcomer communities to enhance their skills, thereby enhancing community capacity, empowerment and social inclusion. Over the past year, our volunteer program has included many youth (with our Friends for Youth Program and our east end youth drop-in program) and LGBTQ newcomers (with our Among Friends program and Breakthrough, an LGBTQ volunteer network).

We have seen our volunteer numbers swell; in this past year, a total of 173 volunteers contributed 5324 volunteer hours!

One of our youth volunteers was a recipient of the City of Toronto's 2009 Identify 'N' Impact Award which celebrates youth achievement. We've also had an LGBTQ newcomer volunteer feel so inspired after the Among Friends program that he decided to make his way across Canada on an awareness raising campaign about discrimination... all with the media on his tail as he made his stops to deliver workshops across the country!

Access Alliance's community development approach contributes to the achievement of our mission and vision. Our volunteers strengthen the capacity of the agency and the community to achieve Access Alliance's vision of *Health with Dignity*. Congratulations to all of our dedicated volunteers – we could not do it without you!

PEER OUTREACH PROGRAM

The Peer Outreach Program links immigrant and refugee women in need and supports them to access resources in the community, form social support networks, improve their well-being and reduce social isolation. This model increases levels of support and comfort to newcomers to navigate health and other social services systems. The peer outreach workers are themselves recruited and hired from newcomer communities and participate in a comprehensive training and skills building program, thus increasing their confidence and employability.

Peer Outreach Workers linked with immigrant and refugee women and children and supported them to access resources in the community, helped women form social

support networks and reduce social isolation, participate more actively in the community and improve their health and well-being. Fifty women participated in a home childcare training in partnership with Mothercraft.

Other activities included fitness programs for Moms and Tots in several neighbourhoods. This client centred approach helps newcomers to identify issues of relevance and we strive to work collaboratively to develop appropriate community options and responses. Newcomer women trust and respond well to our peer outreach workers and report feeling supported and learning from people with shared experience who engage meaningfully with them.

AMONG FRIENDS INITIATIVE

The Among Friends Initiative is a three year collaboration between Access Alliance, The 519 Church Street Community Centre and CultureLink focused on training and capacity building with community-based agencies to create positive and inclusive spaces for lesbian, gay, bisexual, trans and queer (LGBTQ) refugees and immigrants in Toronto. Service providers attended free trainings and workshops, conferences and events to connect and network with others in the field and received tailored resources and supports.

LGBTQ newcomer volunteers received trainings and mentoring in areas of presentation and facilitation skills and on topics of anti-oppression, anti-transphobia and anti-homophobia. Volunteers also sat on advisory boards, created modules for agency trainings, co-facilitated all workshop and conference presentations, managed the Among Friends website, supported grant writing and organized various events and activities throughout the year.

Over 27 trainings and workshops were provided to over 350 attendees, including presentations at OCASI's PD conference, Rainbow Health Ontario (RHO) conference, ISAP conferences and TESL conference. A new Among Friends positive space poster was designed and distributed to various organizations and community members. Volunteers developed a booklet of stories as an educational tool for service providers and LGBTQ newcomers.

Among Friends co-hosted a one day Positive Spaces event with OCASI's Positive Spaces Initiative in February 2010. Volunteers also organized an Among Friends conference for service providers and LGBTQ newcomers in June 2010. Among Friends Coordinator was actively involved in the LGBTQ Settlement Network and assisted in leading their strategic planning process. Volunteers contributed over 2000 hours between 2009–2010, and to date, Among Friends has engaged over 100 volunteers in activities related to the project (contributing over 3000 volunteer hours) and reached out to over 450 service providers.

Each collaborating organization was able to increase their own capacity to provide services for LGBTQ newcomers as well as highlight key areas that will be further explored in terms of continuing their LGBTQ initiatives. As well, Among Friends also inspired newer LGBTQ newcomer positive initiatives to start across the city leading to the increased visibility of issues and realities connected to LGBTQ newcomers.



COMMUNITY BASED RESEARCH

The research department at Access Alliance conducts research and evaluation (guided by community-based research principles) to support evidence-informed planning and advocacy directed at overcoming health inequalities faced by newcomer and racialized groups.

This past year, we conducted a total of 13 focus groups and 21 interviews; for our Migration and Diabetes project, we developed a computer-aided survey instrument and implemented the survey with 227 participants. Since a bulk of our data is qualitative, we spent a lot of resources and effort this year building internal capacity in qualitative data analysis and in doing rigorous and high quality analysis of our qualitative data (using NVIVO software). This effort has resulted in very rich and comprehensive analysis of our qualitative data.

We delivered over 300 hours of research training to 16 peer researchers, hosted practicum placements for 7 graduate students, and delivered CBR trainings to several community agency partners. We are in the final stages of producing a CBR Toolkit that pulls together all the trainings and tools that we have developed over the last 5 years.

Some of our deliverables include:

- Three literature reviews (The Cost of Not Providing Interpretation in Healthcare; Health Issues of Government Assisted Refugees in Canada; and An Exploration of the Changing Roles and Educational Issues Encountered by Refugee Youth in Canada)
- An environmental scan report of models of care for Government Assisted Refugees across Canada
- An evaluation report of Access Alliance model of care for Government Assisted Refugees
- A summary report for our Determinants of Health survey
- We also co-produced the Environmental Scan Report on CBR projects in Toronto and the "For Us, By Us: Peer Research 101" film.

In terms of knowledge exchange and policy work, we presented at 6 conferences participated in 4 policy focused roundtables; organized the Newcomer Youth Mental Health Conference in May 2009 attended by over 40 youth; organized 3 exhibits of our Photo voice photos; organized 3 Refugee Health Network Meetings and collaborated in organizing the Refugee Health Conference; organized 3 Research for Change seminars each attended by over 80 people; and delivered 5 invited guest lectures to students.

WOMEN'S HEALTH

The women's health program at Access Alliance recognizes the complexity of factors impacting the health of newcomer immigrant and refugee women and the diversity of our clients' needs and life experiences. We use a service model that offers a variety of services and programs utilizing inter-disciplinary, anti-oppressive and culturally-sensitive approaches.

Over the past year, we offered two of our signature programs: ESL for Pregnant Women and the Expressive Arts Program. We developed the "Stepping Up" Tool Kit which documents promising practices in art-based programming to address issues of violence and community safety for trans, lesbian and bisexual immigrant and refugee women.

We also continued to explore partnerships with other service providers and community groups to expand our programming in the different neighbourhoods we work with.

Supporting women, building community capacity, and creating safe spaces where women can explore challenging issues in their lives including issues of safety and violence against women has been the hallmark of our programming in the past year.

PRIMARY HEALTH CARE

Primary Health Care providers deliver essential primary health care, illness and disease prevention services and health education as part of our ongoing commitment to provide culturally sensitive and language accessible health.

Highlights this year include:

- Organizing a once-a-week nurse practitioner led clinic at Greenwood Secondary School for school age newcomers
- Another successful year of Healthy Child Screenings to enhance early childhood development for children preparing to enter TDSB Elementary Schools in the Crescent Town area
- Participating in a CHC Flu Assessment Task Force; providing flu assessment (Phase 1 and 2) and dispensing anti-virals in H1N1 vaccine clinics during the Fall flu outbreak
- Continuing our First Contact Government Assisted Refugees (GARs) clinics in partnership with COSTI.

Our dieticians ran bi-monthly prenatal and postnatal nutrition workshops at Hello Baby Circle, trained Newcomers Cooking Together (NCT) Peer Leaders on using newly developed program implementation manuals and ran a highly successful men's cooking group.

Our counselor/therapists continued to provide one-on-one therapy and ran support groups in both our east and west sites.

YOUTH SERVICES

Our Youth Services (one of our newer programs) offers a variety of activities and initiatives to meet the needs of refugee and immigrant youth aged 13–24 years. These range from primary health care to one-on-one counseling, peer mentorship, social and life skills workshops, educational sessions, arts, cultural and recreational projects. Youth @ Access Alliance created supportive environments where youth were able to volunteer, gain new experiences and skills, receive support with settlement, create meaningful relationships and engaged in their local communities.

Program highlights include the start of a newcomer youth drop-in, an emphasis on arts programming – 4 photography groups and hosting Many Faces, One People' photo exhibit

as part of Toronto's Contact Exhibit and a 7 week expressive arts summer drop-in. Our Friends for Youth Program (F4YP) facilitated weekly English Conversation Clubs a March Break Music and Arts program, a 3 week photography project called PhotoConnectionz and monthly Meet and Greets that took place during the summer at Yonge/Dundas Square, Harbourfront Centre and Toronto Centre Islands.

We also began several new initiatives including Everyone Has an Accent Youth Arts Project in partnership with Greenwood Secondary School and Kisses and Disses project a 21 week arts project exploring healthy relationships for youth 10–13 years of age at D. A. Morrison Middle school.

INTERPRETER SERVICES

Access Alliance Interpreter Services delivers high quality and responsive interpretation and translation services on a purchase of service basis to health service and other broader public sector partners in the GTA. We work collaboratively with our customers to ensure our language access strategies meet their needs. We also work to delivery customers training solutions for organizations looking to improve the quality of their own language access strategies, which can include interpreter, volunteer and bi-lingual staff training as well as health service provider orientation.

This past year we successfully fulfilled over 20,000 requests for face-to-face or telephonic interpretations as well as increasing our translation business volume by 30%. In addition, we were instrumental in the development of a proposal to explore system wide solutions to language access needs in healthcare in Toronto. This project was

funded by the Toronto Central LHIN and ably led in the implementation stage by Hospital for Sick Children.

AAIS' ability to respond to a diverse range of language service needs requires the know-how and expertise that 20 years in the industry can provide. Continuing to support the professionalization of Community Interpreters, and maintaining our own high standards of service are always a top priority. Access Alliance works closely with interpreters to identify professional development needs and delivers a program of monthly workshops and seminars addressing training interests. While entering into new realms of language service, we grow our expertise, thereby allowing us to broaden our range of services even more. Partnership with other agencies and quickly adapting to changing needs keeps Access Alliance in a leadership role in the industry.

ACCESS ALLIANCE CONTRIBUTORS

| | | |
|-----------------------|---------------------|--------------------------|
| STAFF | Vera Kevic | Ilham Saydna |
| Golshan Abdmoulaie | Abeba Kifle | Yogendra Shakya |
| Kyoung Ha Ahn | Gladys Klestorny | Mira Shrestha |
| Gulalai Akbari | Andrew Koch | Sakshi Sood |
| Antonia Aleluia | Wah Paw Lah | Thuy Tran |
| Yetnayet Alito | Cliff Ledwos | Roxanna Vahed |
| Lindsay Angelow | Okhi Lee | Gisela Vanzaghi |
| Jennifer Atkins | Jasmine Li | Diana Wahidi |
| Anabela Azevedo | Helen Luu | Brent Wilson |
| Shankari Balendra | Nisrine Maktabi | Ruth Wilson |
| Violetta Barczay | Krystyna Moore | Samiera Zafar |
| Barbara Berends | Elyne Morris | |
| Tsz Ling (Alice) Chan | Carla Moses | PEER RESEARCHERS |
| Luan Chuen | Rabea Murtaza | Arzo Akbari |
| Yousra Dabbouk | Ahmed Musilmani | Sheila Htoo |
| My Nghi Dang | Nicole Nitti | Azza Khogali |
| Helena De Oliveira | Hanan Osman | Stella A Mona |
| Monica Diaz | Elena Mae Poblacion | Zahoorunnissa |
| Aamer Esmail | Mahbub-Ur Rahman | Zahoorunnissa |
| Celia Fernandes | Shivana Ramsingh | |
| Aja Fernandes | Fouziah Rana | MEDICAL RESIDENTS |
| Anita Fortuno | Carolina Rios | Christina Biancucci |
| Hari Ghimire | Larah Ross | |
| Thushari Gomez | Salma Saadi | Ester Chow |
| Axelle Janczur | Virginia Santos | Onye Nnorom |
| Celina Janeiro | Moo Moo Say | Melissa Schurter |

| | | |
|------------------------|-----------------------|-----------------------|
| Michael Schwandt | Cathy Schmidt | Asem Azouka |
| | Astra Teo | Najmeh Babae |
| STUDENTS | Joshua Wales | Phillipe Beauregard |
| Maha Ali | Jeff Winkelaar | Garth Berjon |
| Shalyn Arejola | Melissa Wong | Amit Bhowmik |
| Kayla Atkinson | Vanessa Wright | Parasto (Lili) Bigeli |
| Susitna Banerjee | Jacqueline Young | Orel Bromfield |
| Chavisa Brett | Nyembezi Zviyuva | Garfield Brooks |
| Christine Carrasco | | Rashida Brown |
| Denise Chung Guerrero | VOLUNTEERS | Richard Bruce |
| Irene Darra | Jameelah | Sayed Maqsud Burhan |
| Jessica Ferne | Petra | Ozenc Canitez |
| Fevan Habtom | Shuvra | Viren Chaddarvala |
| Jennifer Kane | Sneha Abraham | Trupti Chaddarwala |
| Ming Lau | Salma Mohamed | Shishir Chand |
| Hurly Meraeves | Abubaker | Zack Chang |
| Alina Mohsini | Jaime Aguilar | Parul Chaturvedi |
| Kafela Anuarita Nabina | Anika Ahmed | Bilal Cheema |
| Eileen Nicole | Akansha Akansha | Nadia Chowdhury |
| Miles Noel | Kofi Kosomo | Rachna Contractor |
| Victoria O'Neill | Omar Ali | Jennifer de Castro |
| Adrienne Pang | Samariya Ali | Naseema Dar |
| Anna Penner | Muhammed Aloysius | Mehmet Demir |
| Gillian Philipupillai | Elizabeth Valled Alva | Elizabeth Desta |
| Jason Qu | Janice Austin | Manijeh Ebrahimi |
| Christina Sarju | Carolina Avila | Shakila Ebrahimi |

| | | |
|----------------------|-----------------------|---------------------|
| Sherebanu Ebrahimjee | Sarvesh Kulkarni | Abdikarim Ali |
| Clarence Edwards | Sujata Kulkarni | Mohamed |
| Valencia Efrain | Naseem Lakany | Ali Mohammed |
| James Elong | Imelda Lee | Gmasnoh Mombo |
| Sameer Farooq | Venus Lee | Nicole Mowlah-Baksh |
| Zohal Farooq | Vivien Lee | Yousif Muhammad |
| Alba Florez | Un Jung Lim | Hasina Naseer |
| Nadia Fortunato | Anna Loi | Kesraw Nezam |
| Veronica Gonzalez | Dalia Lucky | William Nikemaigni |
| Martha Guerrero | Sumaiya Mahmood | Vika Nurioldinova |
| Rachel Guha | Ali Reza (Owen) Majdi | Serkon Okur |
| Fevan Habtom | Oscar Mancilla | Golda Oneka |
| Zemzam Hagos | Taleen Mardikian | Sarah Paner |
| Ahmad Siar Haldary | Maria Mayorga | Deepak Parpyani |
| Ahmed Hama | Felipe Mendes | Pooja Parpyani |
| Karimeh Hoseini | de Oliveira | Pranan Parpyani |
| Najibeh Hoseini | Hurly Meraeves | David Paz Uribe |
| Jamee Hosneara | Fatima Mesquita | Natalia Petite |
| Julie Anna Htoo | Fatema Mohammad | Granthana Purohit |
| Mohadise Islami | Ferishta Mohammad | Milad Qazzizadah |
| Tohid Jalili | Layla Mohammad | Uma Qhuosh |
| Andrew Joanisse | Mostara Mohammad | Nanky Rai |
| Jasinth Kangatharan | Zahra P. Mohammad | Luis Ramirez |
| Virginia Kanyogonya | Julietta Mohammad | Bhowattee (Ann) |
| Laiba Khan | Masum | Ramroop |
| Barbra Kisaakye | | |

| | | |
|------------------------|-----------------------------------|---------------------|
| Burshen Ramzan-Sheena | Arielle Van Der Weide | Nagla ElKhalifa |
| Taslim Ara Ratna | Jorge Vidarte | Renee Ferguson |
| McKiffa (Rene) Rawlins | Shpresa Vrenezi | Paula Gonzalez-Ossa |
| Dmitry Rechnov | Jodie-Ann Williams | Veronica Gonzalez |
| Carlos Robayo | Tegist Woldie | Aguillon |
| Chacho Rodriguez | Nega Yambo | Susan Hoffmann |
| Gabriela Rodriguez | Venecia Zuniga | Maryvic Irlua |
| Ranjith Rulatilake | | Clara Lavery |
| Wamdah Saeed | THANK YOU & GOODBYE TO | Roxana Majdnia |
| Ali Ahmad Abdul Samad | Roya Ali-Khanbegi | Courtney McFarlane |
| Gabriela Sanchez | Nabegha Ali | Jessica Munro |
| Dolores Sanguedolce | Maryam Amedi | Laura Prado |
| Anagel Saunders | Martha Arbutnot | Meb Rashid |
| Samira Sedghivaghaf | Chris Bradley | Najmus Sadiq |
| Luka Sidaravicius | Aisha Chapra | Reza Shidfar |
| Jose (Max) Suarez | Stephanie Douglas | Sivajini Sivasamy |
| Nabila Tabassum | | Qamar Zaidi |
| Parveen Taher | | |
| Fatima Tahura | | |
| Yodit Teclemariam | | |
| Lalitha Thavendrarsara | | |
| Indrayani Tripathi | | |
| Scarleth Torrez | | |



ACCESS ALLIANCE
Multicultural Health and
Community Services

Downtown Office
340 College St., Ste. 500
Toronto, ON M5T 3A9
Tel: 416.324.8677
Fax: 416.324.9074
mail@accessalliance.ca

East Office
3079 Danforth Ave.
Toronto, ON M1L 1A8
Tel: 416.693.8677
Fax: 416.693.1330

West Office
761 Jane St., 2nd Flr.
Toronto, ON M6N 4B4
Tel: 416.760.8677
Fax: 416.760.8670

www.accessalliance.ca

