



**CENTRE FRANCOPHONE
DU GRAND TORONTO**

Accredited by
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IMPACT REPORT 2023-2024

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MESSAGE From the Chair of the Board

As Chair of the Board of Directors of the Centre francophone du Grand Toronto (CFGT), I am extremely proud to present our **2023-2024 Impact Report**, which reflects a year of outstanding excellence and adaptability, as well as our ongoing commitment to a diverse and inclusive Francophone community.

As this report demonstrates, thanks to the commitment and resilience of our team, we have celebrated some resounding successes this year. Guided by our **2020-2025 Strategic Plan**, these have enabled us to continue on the path towards the impact we have set out to achieve: *By 2025, the CFGT has contributed to the wellbeing of more than 25,000 people from diverse Francophone communities who are actively engaged in making a difference. This change was made possible by a better assessment of the organization's impact, optimization of its strategic partnerships and an overall increase in its capacities.*

Among other things, the Board of Directors has maintained its efforts to continuously improve governance. It strengthened the capacity of its various committees, improved its evaluation processes, including the assessment of meetings, and introduced a new process for reviewing Board policies. In addition, the Centre updated its accreditation from the Canadian Centre for Accreditation, which confirms the ongoing compliance of our corporate processes with best practices in governance. **All this was achieved with enthusiasm, respect and a deep commitment to the diverse communities we serve and who place their trust in us every day.**

A path to excellence guided by ongoing commitment.

Our organization also faced a significant change in senior management this year. We have said farewell to Florence Ngenzebuhoro, our former CEO, who has embarked on a new professional adventure. Florence has been a leading figure in our organization, providing leadership and vision that have greatly shaped our journey. She has helped us achieve unprecedented financial results, strengthen our position as a leader in community health and social services in French-speaking Ontario, and increase our visibility in Canada and internationally. We are deeply grateful to Florence for her dedication and wish her every success in her new endeavours.

I would like to thank Estelle Duchon for accepting the responsibilities of interim CEO. Her collaborative and effective management during this period of transition was vital, demonstrating the Board's confidence in her commitment to maintaining strong and visionary leadership. Thanks to her proven leadership and that of her management team, we have been able to weather this period of change while maintaining our course towards a promising future.

I also wish to thank the entire staff of the CFGT for their unwavering efforts to better serve Francophones in the Greater Toronto Area. The remarkable client satisfaction rates are proof of their commitment and professional excellence in delivering services that are vital to their community, with nearly **90% of clients saying they are satisfied or very satisfied**. These very positive results have been made possible thanks to our funders, to whom we express our gratitude for their support and confidence.

Finally, I would like to express my warmest thanks to my colleagues on the Board of Directors for their ongoing efforts and collaboration in our ever-changing environment.

On behalf of the CFGT, I extend my most sincere thanks to all of you.



Aliou Sène

Chair of the Board of Directors



MESSAGE

From the Acting Chief Executive Officer

As interim CEO of the Centre francophone du Grand Toronto (CFGT), I am honoured to continue the exceptional work initiated by Florence Ngenzebuhoro and to guide our organization through a period of significant transformation. I am inspired by the message from Aliou Sène, Chair of the Board, and I share his pride in our team's accomplishments and commitment to a diverse and inclusive Francophonie.

In 2023-2024, the entire CFGT team has worked very hard to enhance our continuum of services in order to better serve our clients and reach them closer to home. As we can see from our work in the field, the rising cost of living, the lack of affordable housing, the growing need for health and mental health services and the arrival of newcomers with multiple needs have meant that the Centre has had to step up its efforts this year to optimize its offerings and its intake capacity.

To achieve this, the CFGT has made **Centralized Reception an essential pillar of our strategy to better integrate our services and provide clients with a complete assessment of their needs from their first point of contact.** In this way, clients and their families can be monitored by several services at the same time, helping them to achieve their full potential. **Since the roll-out of this integrated solution in 2021, 6,303 clients have been served via Centralized Reception, an increase of 151% compared with 2022-2023. In addition, 28,223 requests for services have been submitted via Centralized Reception, an increase of 171% compared to the cumulative total for the previous year.** It goes without saying that our efforts enable us to offer personalized support that significantly transforms the lives of our clients, whose needs continue to grow.

In addition, the Centre launched many new initiatives this year. These include a pilot project that led to the hiring of a nurse navigator whose goal is to help people find their way to community and health services. The CFGT also launched the very first French-language employment service in the Region of York to promote the economic integration of the region's Francophones into the job market. Finally, we also restarted our volunteer program, which, despite its great success, had to cease operations because of COVID-19. Thanks to this program, 130 volunteers contributed to the success of our events this year. We would like to thank them most sincerely for their tireless efforts and outstanding commitment.

As part of our commitment to developing our continuum of services, the CFGT team expanded its French-language immigration services to include a pre-departure service designed to facilitate the integration of French-speaking newcomers to Canada. **The CFGT now supports the three key stages of an immigrant's settlement process: pre-departure, intake and integration.** The addition of this new service means that future Francophone permanent residents can receive relevant information and adequate support to help them make informed decisions about their new life in Ontario before they arrive in Canada.

The CFGT now offers three key stages in the immigrant's settlement process: pre-departure, reception and integration.



I would like to express my deep gratitude to the entire CFGT staff team and our Board of Directors for their excellence, their commitment to the values of our Centre and their flexibility in the face of change. All these achievements are thanks to you.

In closing, I would like to thank all our funders and our community and government partners for their unfailing support, which has enabled us to reach the impressive sum of \$18,475,125, an increase of 12.16% over 2022-2023. Their funding is what enables the Centre francophone du Grand Toronto to not only provide transformative support, but also to continue to respond to the needs we see emerging in the field.

I would also like to thank our valued clients, who often place their trust in us in their time of greatest need. It is a role we take very much to heart. The CFGT will always answer the call to support your full health and wellbeing. We thank you.

It is with humility and respect that we present this report, a testament to our team's excellence and commitment to the quality and continuity of our services. I hope it inspires as much hope in you as it does in me, as we enter the final year of our 2020-2025 Strategic Plan.

Best,



Estelle Courty Duchon

Acting Chief Executive Officer

I am honoured to guide our organization through a period of significant transformation, marked by sustained efforts to strengthen our continuum of services, meet the growing needs of our community, and help launch innovative initiatives that transform the lives of our clients.



Thank you to all our employees!

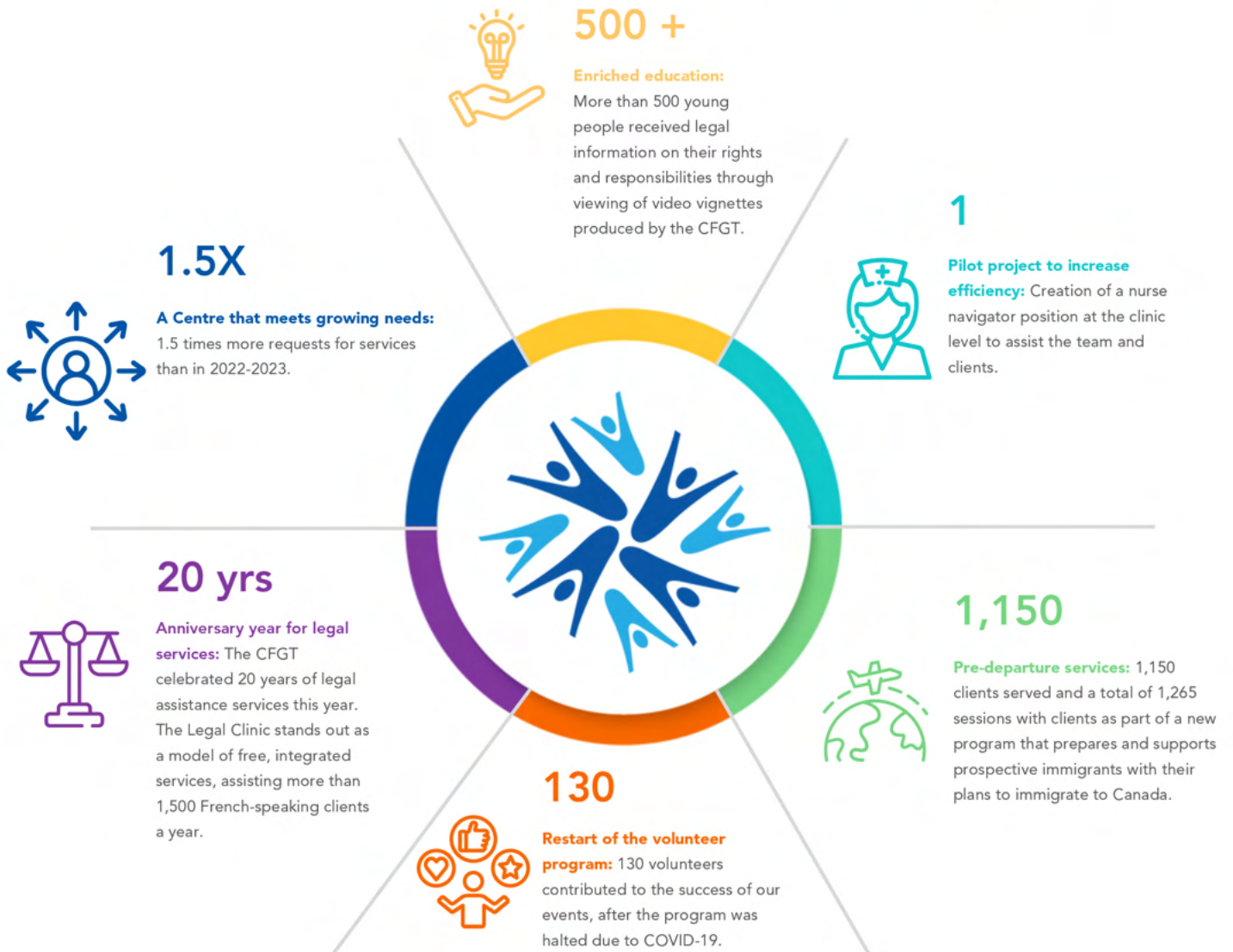
HIGHLIGHTS OF 2023-2024

- 01 ▶ A Centre that meets growing needs:** 1.5 times more requests for services than in 2022-2023.
- 02 ▶ A commitment to excellence and quality:** The Centre is proud to be certified by the Canadian Centre for Accreditation, the result of a third-party assessment based on recognized organizational practices that promote continuous quality improvement and efficient, responsive community services.
- 03 ▶ Pilot project to increase efficiency:** Creation of a nurse navigator position at the clinic level to assist the team and clients.
- 04 ▶ Pre-departure services:** 1,150 clients served and a total of 1,265 sessions with clients as part of a new program that prepares and supports prospective immigrants with their plans to immigrate to Canada.
- 05 ▶ Enriched education:** More than 500 young people received legal information on their rights and responsibilities through viewing of video vignettes produced by the CFGT.
- 06 ▶ Community connections:** Opening of 2 new conversation circle locations: the Toronto City Hall libraries and the library at the corner of Jane Street and Dundas Street West in Toronto, to help newcomers forge new ties.
- 07 ▶ Partnering to advance research:** The CFGT, in collaboration with the Université de l'Ontario français (UOF) and Toronto Metropolitan University (TMU), hosted the launch of the first Francophone immigration observatory in Canada (Observatoire en immigration francophone), aimed at gathering, expanding and consolidating knowledge on Francophone immigration in Canada.
- 08 ▶ Expansion of services:** The Scarborough site is becoming better known and new services (legal services, childcare) are now offered there.
- 09 ▶ Anniversary year for legal services:** The CFGT celebrated 20 years of legal assistance services this year. The Legal Clinic stands out as a model of free, integrated services, assisting more than 1,500 French-speaking clients a year.

10 ▶ Restart of the volunteer program: 130 volunteers contributed to the success of our events, after the program was halted due to COVID-19.

12 ▶ Increased funding: An additional \$2 million in funding.

11 ▶ A major breakthrough for the Region of York: The CFGT developed the first French-language employment service in the Region of York, offering personalized support to help Francophones integrate into the job market.





NEWCOMERS

Putting clients at the heart of our programs

Funders



Government of Canada



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada



NEWCOMERS

Description of needs

Our Newcomer Services program supports the thousands of Francophones who live or choose to settle in the Greater Toronto Area. Through services that address diverse settlement needs, the CFGT acts as a true gateway for many new families who arrive with different statuses and face many challenges. These include financial insecurity and the rising cost of living, difficulty meeting basic needs such as food, access to and retention of housing, and job loss for some clients.

Description of services

The main objective of the Newcomer Services program is to welcome Francophone newcomers to the Greater Toronto Area and facilitate their integration by providing them with information and guidance. The CFGT offers a wide range of services related to settlement. This includes the following programs:

- ▶ **Pre-departure services:** virtual information and orientation sessions, referrals and support for prospective immigrants to the province of Ontario.
- ▶ **Intake and referral services:** from the time of arrival at Toronto Pearson Airport.
- ▶ **Settlement services:** information sessions, personalized meetings, sponsorship applications, referral service within the CFGT and in the community.
- ▶ **Programme d'intégration dans les écoles francophones (Integration program in French schools or PIDEF):** welcome and support for families arriving with school-age children, school registration, information sessions, training, group outings and activities.
- ▶ **Community Connections (Connexions communautaires):** Helping Francophone newcomers adapt and integrate by facilitating the creation of social, cultural and professional networks, organizing group activities, targeted pairings for adults and children (aged 6 to 12), outings, workshops and preparing clients for their citizenship test.



- ▶ **Expérica 3.0 Project:** Job shadowing and individual or group mentoring to help qualified newcomers integrate into a business sector related to their field of expertise.
- ▶ **Employability services:** résumé preparation and job search support.
- ▶ **Cuisinepreneures:** A pilot project for immigrant and refugee women to help them discover entrepreneurship in the agri-food sector, encourage networking between them and help them adapt to Canadian culture.

Following the pandemic, the CFGT changed the delivery of its services to newcomers to a hybrid format, giving clients more choice and flexibility. In addition, Newcomer Services include the loan of tablets and telephones, so that newcomers can take part in information sessions remotely while remaining in contact with the outside world.



HIGHLIGHTS – TORONTO

- ▶ A total of **2,625** clients benefited from settlement services this year.
- ▶ **Orientation: 11** workshops – **97** participants
- ▶ **PIDEF: 60** meetings/workshops – **488** participants
- ▶ **Youth: 17** workshops – **210** clients
- ▶ **Community Connections: 8** major activities – **652** clients in total
- ▶ **Expérica 3.0 Project:**
 - In 2023-2024: **95** people registered in total for the Expérica program, including **75** new participants; a total of **28** clients were placed in their field of activity.
 - A total of **27** activities took place in Toronto and Peel.
 - A total of **14** clients out of **47** registered were placed in their field.
- ▶ To support families in financial difficulty, the CFGT distributed transportation cards and food vouchers based on family size.
- ▶ In addition to the monthly meetings of the Newcomers Welcome Committee (Comité d'accueil des nouveaux arrivants or ANNA), since January 2024, **3** elementary schools have been benefiting from the new Welcome Program for New Friends in Canada (Programme d'accueil des nouveaux amis au Canada or PANAC) to support newcomer students.
- ▶ **63** workshops and activities were offered to newcomer students during the 2023-2024 fiscal year
- ▶ **21** participants took part in Cuisinepreneures this year. Thanks to its two groups, this is a successful project that achieved its objectives on time.





TESTIMONIAL – TORONTO

"I'm an immigrant woman who arrived in Canada in December 2022 with my little family.

It was a real shock to find myself in Toronto in the middle of winter. I had no idea it could be like this – the snow, the cold, the loneliness. I was lost and didn't know where to start. Finding accommodation, finding schools for my children, finding a job, adapting to the new climate, the language – all these challenges seemed impossible to overcome. A family member told me about the Centre francophone du Grand Toronto and advised me to make an appointment with a counsellor. I was welcomed. It was a relief, a great PHEW! I felt hopeful again, and I told myself that I was finally confident about evolving in this new bilingual environment. I'd say that solutions for my challenges started to appear.

My children soon were in a school, and I now knew how to protect us during the winter, and how and where to find food. Housing remained a major challenge until I found a house, thanks to the huge efforts of the Centre, which accompanied me throughout my search. I benefit from many of the Centre's services, including the Medical Clinic, housing assistance and newcomer services, which have taught me to walk with dignity and hope in my new host country. I enrolled in the Cuisinpreneures program. I learnt a lot in the course and received full support from the Centre as I learned about food entrepreneurship. I've developed very strong connections with my co-learners and in the community. It's been a really enriching experience for me and my family. I take part in almost all the activities organized by the Centre, and I feel very comfortable with the staff. It was thanks to the Centre that I found my first job in Canada in the restaurant sector. It was by taking part in the Centre's meetings that I discovered that I had other hidden talents.

With this small testimonial, I'd like to say a big thank you to the Centre, and I encourage you to support the French-speaking community that lives in this great multicultural city." – J.B.

In 2023-2024, we welcomed:



01 PEARSON AIRPORT

- 3,454 French-speaking newcomers
- 45,344 English-speaking and Allophone newcomers



02 PRE-DEPARTURE SERVICES

- 1,150 clients served
- 1,265 client sessions
- 12 webinars



03 SETTLEMENT SERVICES

- 416 settlement clients
- 152 new clients
- 175 participants in 8 activities/workshops on various settlement topics (finance, health, citizenship, education, rights and responsibilities, etc.)



04 PIDEF

- 142 clients in the Programme d'intégration dans les écoles francophones (PIDEF)
- 549 participants in 60 PIDEF activities



05 COMMUNITY CONNECTIONS

- 194 program clients
- 555 participants in 61 activities



06 EXPÉRIKA

- 45 program clients
- 27 activities
- 89 participants
- 14 clients out of 48 registered were placed in their field



07 EMPLOYABILITY – ADULTS

- 314 clients
- 13 activities
- 79 participants



TESTIMONIAL — PEEL

"Today, my family and I went to the Ontario Science Centre with the Centre francophone du Grand Toronto. I was really looking forward to meeting new friends and being face-to-face with Mme Barbara who is the Reading Club teacher every alternate Tuesday! She's a great teacher and very encouraging to all the students, even me! She's made me her little club assistant! I feel proud of myself. It was a great and excellent day!" – C. Z





EMPLOYMENT AND ENTREPRENEURSHIP

Building for the future: French-language employment services for a dynamic community

Funders



Government of Canada



United Way Centraide



EMPLOYMENT AND ENTREPRENEURSHIP

Description of needs

The Greater Toronto Area, like the rest of Canada and the world, is suffering from a severe shortage of skilled labour. At the same time, many Francophones are looking for jobs or new skills that can improve their employability. This includes French-speaking newcomers and people for whom French is the only official language spoken and understood, who make up the vast majority of our client base and for whom the barriers to employment often remain very high.

Description of services

The CFGT offers free employment services while taking a holistic approach to helping Francophones in the Greater Toronto Area who are looking for work or who wish to take vocational training. Several new projects are underway to expand these services and meet client needs. These include webinars, workshops and online training, to provide our clients with the best possible support.

The expertise of our Employment Services team covers career guidance and management, job search, employment assistance through mentoring and volunteering, counselling, event management, monitoring and management of labour market and employability information, running workshops, employment access programs for youth, women entrepreneurs and people wishing to improve their language skills, as well as a customer service program.

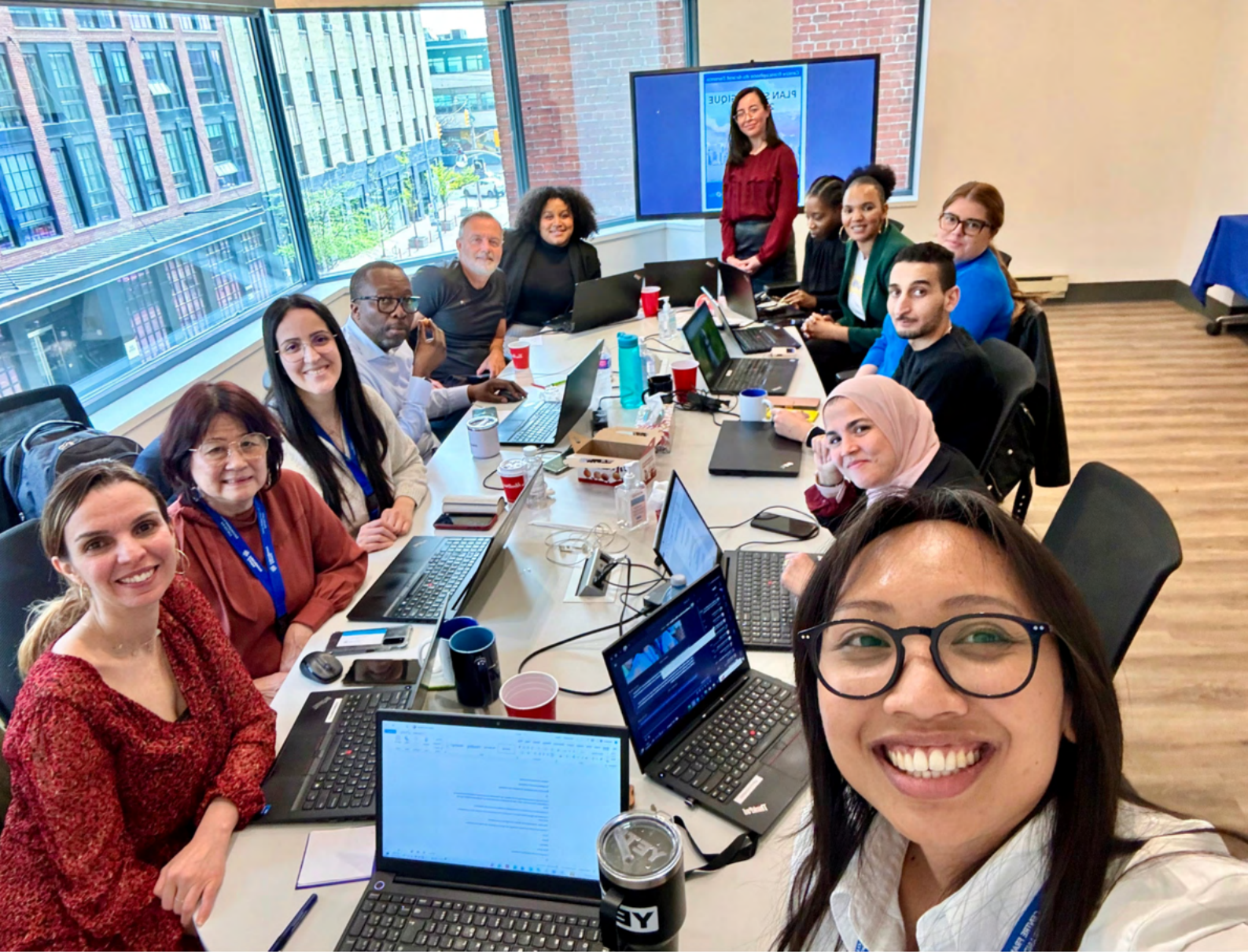
Employment Services also supports businesses looking to hire qualified, bilingual workers. The Francophone Employment Connection (“Connexion emploi francophone”) platform is a virtual space created to support job seekers, employers and entrepreneurs alike.

The aim is to support clients in their professional success by providing them with tools, advice and tips to maximize their chances of success.

HIGHLIGHTS

- ▶ **2,000+** participants attended workshops/webinars, virtual information sessions on job search, career guidance and entrepreneurship, as well as information sessions with employers and the annual job fair.
- ▶ **75** workshops/webinars were organized for the Greater Toronto Area's Francophone and bilingual community.
- ▶ **200+** job offers were posted on the CFGT website, pending the transition to our new "Connexion emploi francophone" platform.
- ▶ **320** CFGT clients started new training or found work.
- ▶ **32** people took customer service training.
- ▶ **70** women were supported in their plans to set up their own business.
- ▶ **10+** volunteers contributed to the success of our activities.
- ▶ **7** fundraising activities were organized to strengthen our commitment to those most in need.
- ▶ **27+** employers and **350+** participants attended the bilingual job fair.





TESTIMONIALS

“It’s the best entrepreneurship course I’ve ever taken; totally satisfied!” – A.B.

“The program helped me see my business a lot more clearly. I was able to make better decisions thanks to the strategies I learned. Thanks again!” – J.M.





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Service Emploi - région de York



NOUVEAUX SERVICES D'EMPLOI

Le CFGT a le plaisir de vous accueillir dans son nouveau point des services d'emploi dans la région de York. Venez nous rencontrer au 6464 Younge St, North York au Centrepoint Mall, et bénéficiez de tous les services qui vous seront offerts.

Centre francophone, emploi Ontario en partenariat avec WCG



SPOTLIGHT: FIRST FRENCH-LANGUAGE EMPLOYMENT SERVICE IN THE REGION OF YORK

This year, the CFGT received new funding from WCG Services to offer employability services to Francophones in the Region of York, a major step forward for this community. This financial support has made it possible to develop and improve programs dedicated to personalized support and access to employment opportunities for Francophones.

Thanks to this initiative, participants benefit from career guidance and a wider network of professional contacts. The aim of the program is to reduce unemployment among French speakers, promote their economic integration and strengthen their position in the labour market. By investing in the potential of Francophones in the Region of York, the CFGT contributes not only to their professional development, but also to the economic and social vitality of the entire region.





LEGAL ASSISTANCE

Resilience in the face of increasing demand

Funders



AIDE JURIDIQUE

Description of needs

Navigating the justice system in French continues to pose challenges, especially for vulnerable and marginalized litigants. Members of the Legal Clinic team continue to play a crucial role in informing and assisting Francophones in demystifying and navigating the justice system in French.

This year, the Legal Clinic has seen a significant escalation in needs from the community. Not only has the volume increased, but so has the complexity of the barriers clients face. This increase in demand is associated with the rising cost of living. Many clients are facing financial difficulties, which can lead to legal problems such as difficulties in paying rent or debts. In addition, the influx of French-speaking asylum seekers has added considerably to the workload of our staff. For the first time in its 20 years of existence, due to a lack of capacity, the Legal Clinic has had to refer a number of people to private practice.

Description of services

The CFGT's Legal Assistance Services ensure that low-income Francophones in the Greater Toronto Area can assert their rights and have access to justice. In addition to offering free legal advice and representation, Legal Assistance Services organizes information workshops to help French-speakers take charge of their legal problems.

The clinic's services are available virtually and in person.



HIGHLIGHTS

- ▶ **900** participants attended our legal workshops.
- ▶ **96%** of clients surveyed were satisfied or very satisfied with our services.
- ▶ **1,437** clients received legal advice, representing an increase of **16%** over the previous year.
- ▶ **95%** success rate in court.
- ▶ **90%** of partners surveyed are satisfied or very satisfied with our services.
- ▶ In June 2023, we held a forum on domestic violence with the Centre d'orientation pour la prévention des agressions (COPA National) and a forum on intimate partner violence in relation to family law, immigration and refugee law, criminal law and LGBTQIA+ communities in November 2023. The forum was organized in collaboration with Oasis Centre des femmes (Oasis Women's Centre) and the University of Ottawa's Legal Practice Program, and brought together **95** community and legal stakeholders.

- ▶ A number of workshops on seniors' rights and a directory of legal resources for French-speaking seniors were developed and offered during the year.





TESTIMONIAL

"In preparation for my permanent residence application, I was looking for reliable and effective legal assistance. Having had a positive experience with the CFGT's Legal Assistance Services, I decided to turn to them. Their expertise and responsiveness reassured me at every stage of my application. I was able to get answers to my questions, finalize my application and obtain permanent residency." – C.N.





PRIMARY HEALTH CARE, HIV SUPPORT AND HEALTH PROMOTION

A dynamic, empathetic team that listens to its clients

Funders



Government of Canada



PRIMARY HEALTH CARE, HIV SUPPORT AND HEALTH PROMOTION

Description of needs

Several barriers, particularly cultural and linguistic, affect the quality of health care and services received by Francophones in the Greater Toronto Area. All too often, Francophones still do not know where to obtain health services in French. Navigating the health care system remains a major challenge. While the demand for French-speaking family doctors and nurse practitioners is growing rapidly, there is also a significant shortage of health care professionals, which means that the CFGT's waiting list is getting longer.

Description of services

The CFGT's Medical Clinic works closely with its government partners – Health Ontario agency and the Ministry of Health of Ontario – and community partners to ensure the coordinated and integrated delivery of French-language primary health care and health promotion services that are easily accessible and adapted to the needs of Francophone patients and families.

Offered in the form of individual consultations in clinics or workshops in the community, these services provide young and not-so-young people with the French-language follow-up and resources they need to stay healthy or better cope with the challenges posed by chronic illnesses such as cancer, diabetes, arthritis, HIV/AIDS and multiple sclerosis.

While the medical team sees patients in person, it has also developed a telemedicine service to ensure that patients stay connected with their care team. In addition, it has created a large number of online interdisciplinary workshops, as well as a memory clinic, pediatric services and a patient navigation project.





01 CHRONIC DISEASES

- ▶ Presentation of many health webinars, in collaboration with internal departments and community experts.
- ▶ Participation in Mental Health Week, including webinars and distribution of support materials.
- ▶ Celebration of Community Health and Wellbeing Week.
- ▶ Participation with other departments at the Centre in campaigns to promote vaccination and the health system in Ontario.
- ▶ Promoting various health topics in the community, in several locations, in order to connect remote Francophone communities such as Kleinburg, Markham and Etobicoke.



HEALTH CLUB

- ▶ Family outings: A variety of activities to promote physical health, get clients out and about and break down isolation.
- ▶ Creation of a new soccer activity called "Club de foot" in collaboration with the Early Childhood team to promote physical activity and health in general, particularly among Francophone children and families. This is much appreciated by families, as there are no dedicated sports activities for Francophones throughout the year.
- ▶ Participation in community activities.
- ▶ Vaccination campaign for seniors in the community.
- ▶ Free distribution of health kits, referrals to the right resources and workshops to raise awareness among the most vulnerable social groups about vaccination in general.



02 FOOT CARE

- ▶ Program offered at CFGT clinical sites in Richmond and Fairview, as well as in the community with our partner at the Centres d'Accueil Héritage (CAH).
- ▶ Targeted to seniors, diabetic individuals and people living with chronic diseases. Offered by a foot health nurse to prevent severe foot and lower limb complications.



03 DIABETES PROGRAM

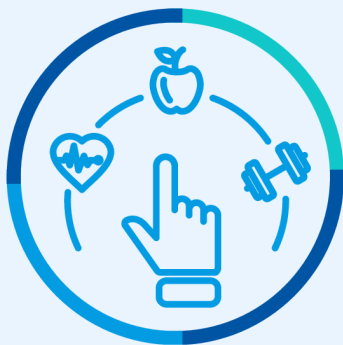
Individual monitoring

- ▶ Preventing type 2 diabetes for people at risk.
- ▶ Developing functional autonomy through health management.
- ▶ Reducing and preventing diabetes-related complications.
- ▶ Acquiring the knowledge needed to promote a healthy diet.
- ▶ Disseminating reliable, evidence-based information.

Diabetes self-management clinic

- ▶ Developing self-management skills, functional autonomy through health management and good physical and psychological habits.





Action Diabetes

- ▶ Virtual or in-person workshops on a variety of topics.

Diabetes Awareness Month

- ▶ Open house for the general public at the CFGT on Tuesday, November 14, 2023
- ▶ Diabetes advice from a registered diabetes nurse and dietitian.
- ▶ On-site screening of blood sugar levels.
- ▶ Blood pressure measurement.
- ▶ Calculation of body mass index (BMI).
- ▶ Distribution of documentation and pamphlets on diabetes.
- ▶ Nutritious and healthy snacks.



04 NUTRITION

Program to educate clients about nutrition and help them manage their overall nutritional health.

Individual consultations:

- ▶ Appointments with clients in person or virtually for individual or family support.

Webinars on the following topics:

- ▶ Healthy eating on a budget
- ▶ Feeding your family well: Canada's Food Guide
- ▶ Healthy eating for children
- ▶ Health at every size: weight biases



In-person group activities/workshops at our various locations:

- ▶ Step-by-Step Program (Programme Pas-à-pas): education and support workshop for pregnant women and parents of children aged 0 to 1.
- ▶ Junior Chefs (Les P'tits marmitons): a nutrition and physical activity program for children aged 4 to 8 and their parents. Run by a dietician and an early childhood educator.



05 MEDICAL INTERPRETATION

- ▶ A service to facilitate access to health care services and communication between English-speaking professionals and French-speaking clients in a multidisciplinary and multicultural context.
- ▶ The aim of this service is to enable clients to understand their situation, assess the options presented to them and make informed decisions.



06 HIV/AIDS MANAGEMENT SUPPORT

Individual case management

- ▶ Tailored approach to organizing and managing the individual care of people living with HIV in a systematic and appropriate way. This is done through direct support or referrals and always in line with pre-established objectives.



Support group

- ▶ Monthly meetings strictly for people living with HIV.
- ▶ A space reserved for peers to express their experiences.

Afro-Caribbean discussion group

- ▶ Monthly meetings open to the general public in the Greater Toronto Area, with the aim of spreading knowledge about HIV and raising awareness among young people about sexually transmitted and blood-borne infections (STBBIs).
- ▶ This year's themes and activities included:
 - Talk on screening for the following diseases: osteoporosis, breast cancer, colon cancer, cervical cancer and prostate cancer
 - Breast cancer awareness – Open house
 - Seasonal affective disorder
 - Museum outings (Art Gallery Ontario and outdoor parks)
 - World AIDS Day

African, Caribbean and Black Canadian HIV/AIDS Awareness Day

- ▶ The HIV/AIDS program organized a forum on Saturday, February 24, 2024, at the Courtyard Toronto Downtown with its clients, partners and allies.
- ▶ Discussions were led by two speakers specializing in HIV, Dr. Pascal Djadeu and Mr. Benoit Racette, on the following topics:
 - The vulnerability of African, Caribbean and Black communities, HIV prevention (pre- and post-exposure prophylaxis – PrEP and PEP), self-testing and the risk of transmission (role of viral load and co-infection).
 - The issues surrounding criminalization of migration and HIV in Canada.



07

NAVIGATION PROGRAM WITH A NURSE NAVIGATOR

This pilot project was developed because of the complexity of Toronto's health care system, the time physicians and nurse practitioners spend on administrative tasks, and the language barriers faced by French-speaking clients.

The nurse navigator's role is to work in partnership with family physicians and other members of the care team to provide care to clients and help remove barriers to care, which may be individual or systemic in nature.

The nurse navigator uses a person-centred approach that aims to improve the delivery of health care, helping clients to obtain services tailored to their needs. She also uses a systemic approach to support clients in the health care system, facilitating links and contacts. The nurse's other duties include coaching, advocacy, health education, case management and facilitating self-management.

HIGHLIGHTS

- ▶ 3,934 people received primary health care and health promotion services
- ▶ 40,951 medical appointments in total
- ▶ 5,514 participants in groups run by the Medical Clinic
- ▶ 541 online workshops for clients



Health Promotion

- ▶ 280 group activities
- ▶ 2,716 participants

Diabetes Program

- ▶ 856 interactions
- ▶ 326 individuals served
- ▶ 94 group activities
- ▶ 311 participants

HIV/AIDS Management Support Program

- ▶ 418 interactions
- ▶ 312 individuals served





TESTIMONIALS

"I love coming to the Centre francophone. Even though there are other clinics near me, I prefer the CFGT. Excellent care." – Respondent to client survey

"Very, very good, the people are more than great and friendly. Special attention was always given to me. Short wait. A positive experience." – Respondent to client survey

"Thank you also to my family doctor at the CFGT, for all he has done for my health for over 16 long years. Thank you to the fabulous nurses and their great service!" – Respondent to client survey



SPOTLIGHT: CFGT'S VOLUNTEER PROGRAM

This year, after a hiatus due to COVID-19 and thanks to funding from United Way, the CFGT has restarted its volunteer program. The aim of the program is to revitalize community involvement and promote social mutual aid, and to recruit new Francophone volunteers who have recently arrived, by promoting the personal and collective benefits of volunteering.

The program offers a range of opportunities tailored to the skills and interests of participants, from organizing events to assisting in the delivery of programs and services. In 2023-2024, 130 volunteers contributed to the success of our events, illustrating the positive impact and commitment of our community.

Through appropriate training and ongoing support, volunteers were not only able to make a significant contribution to the success of the Centre's activities, but also to develop new skills and expand their social and professional networks. The revival of this program reflects the Centre's renewed commitment to solidarity and sustainable community development.

**THANK YOU TO OUR VOLUNTEERS FOR ALL
YOUR HARD WORK!**





MENTAL HEALTH AND LA PASSERELLE

Working for the wellbeing of all

Funders



Government
of Canada



COMMUNITY MENTAL HEALTH

Description of needs

Mental health concerns everyone. Mental health issues affect at least one in five people, and studies suggest that the prevalence of mental health problems is slightly higher among minority Francophones than among non-Francophones. There are, however, significant challenges to the delivery of French-language mental health services in the Greater Toronto Area.

Description of services

The CFGT offers individual and group therapy sessions in French, organizes targeted prevention workshops and provides psychosocial support services to promote the mental health and wellbeing of French-speaking children and adults in our vast region.



HIGHLIGHTS

- ▶ 1,207 clients for a total of 3,536 interactions as part of the adult mental health programs.
- ▶ Successful one-day conference on the wellbeing of care and service providers with French-speaking clients on February 15, 2024. The workshop and moderated discussion on self-compassion responded to the needs of 37 participants.
- ▶ Launch of the Wellness Recovery Action Plan (WRAP) for clients in the Region of Peel.
- ▶ Renewed funding from the Canadian Federation for Youth Mental Health/Youth Mental Health Fund (PassepART and Vice-Versa microgrants): 21 activities were held, exposing 3,985 young people to arts and culture as a means of improving mental health.
- ▶ The programs are funded by the Government of Canada, and Fédération culturelle canadienne-française (FCCF) and Fédération de la jeunesse canadienne-française (FJCF) are designated by the Department of Canadian Heritage as the third party responsible for implementing and delivering the PassepART and Vice Versa program.
- ▶ Establishment of psychiatric services in French.





TESTIMONIALS

*"I am a newcomer to Toronto. I fled my country and was traumatized. When I started telling my story, people realized that I really needed help and I registered online for the mental health services at the CFGT. **The help I received from the mental health services was a significant help in building a healthy life and expressing my emotions. I am very satisfied with the services I have received.**" – Mental health patient*

*"I applaud the CFGT's vision. I also applaud the impact this vision has had on the various teams at Fairview. **As a Black Francophone immigrant, my family and I have benefited from the physical and mental health services offered by this centre since 1995. These services are provided with professionalism, respect, kindness and great compassion. From the bottom of my heart, I just want to say THANK YOU for your dedication to helping others.**" – Mental health patient*



LA PASSERELLE DAY TREATMENT CENTRE

Passion and determination to serve clients and their families well

Description of needs

When it comes to young people, academic success is closely linked to the physical and mental wellbeing of young people. Many Francophone students attending schools in the Greater Toronto Area face significant behavioural, social or emotional challenges. This can have negative consequences for the development of young Francophones.

Description of services

In partnership with the Viamonde and MonAvenir French-language school boards, the CFGT provides clinical support to students aged 6 to 17 who require specialist intervention. Through La Passerelle – a day treatment centre located in Viamonde elementary and secondary schools – students can access the services they need while continuing their studies.



HIGHLIGHTS

- ▶ 19 students supported this year
- ▶ 8 through the elementary level program
- ▶ 11 through the secondary level program



TESTIMONIAL

La Passerelle 6-17, testimonial from a parent:

"My daughter is really great! She can't wait to go to school and gets ready every day! This is something completely new. Since she's been at La Passerelle, she no longer asks to stay at home. She's so relaxed, and whereas before she wouldn't eat and said she wasn't hungry, now she does! She feels comfortable at La Passerelle because she is part of a group where everyone is different, but where everyone respects the differences of their peers. She really likes the staff. I wish I'd known about this program sooner."





CHILDHOOD DEVELOPMENT

A “dream team” with a passion for children’s development and wellbeing

Funders



Government of Canada



Public Health Agency of Canada

Agence de la santé publique du Canada



CHILDHOOD DEVELOPMENT

Description of needs

Children aged 0 to 12 and their families can sometimes have great needs in terms of childhood development. Fortunately, Francophones in the Greater Toronto Area have access to a continuum of French-language services, as the CFGT is a designated agency under Ontario's *French Language Services Act*.

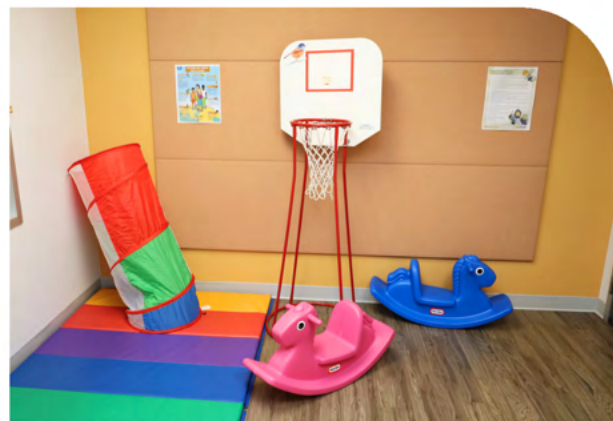
Description of services

Child and Family Services offers programs to support the development of children aged 0 to 12 as well as recreational activities for children and their families. Services include pregnancy and infant health, nutrition, development, and support for children with special needs or at risk, and transition to school.

The CFGT's early childhood team is made up of 13 employees dedicated to supporting families with the safe and healthy development of their children. The team is supported by pediatric services, which provide developmental and psychosocial assessments for children, followed by individual consultations with their families.

The main objectives of child development services are:

- ▶ Promoting children's optimal development
- ▶ Improving the quality of life and wellbeing of families
- ▶ Promoting health
- ▶ Breaking isolation by encouraging social connections and the creation of support networks between families



HIGHLIGHTS

- **647** group activity sessions for children and families in the Region of York.
- **5,184** educational and annual activity sessions for children and adults at “ON y va” centres in Toronto.
- **6,513** participants in family activities, covering a wide range of learning opportunities and encouraging adult-adult connections as well as adult-child and child-child social interaction.
- **213** personalized interventions offered in homes and in daycare centres to families and daycare staff looking after children with special needs.
- **295** daycare staff participated in **24** educational and pedagogical workshops based on developmental challenges, in order to improve the methodology for promoting the inclusion of children in daycare settings and “ON y va” centres.
- **78** children referred to CFGT pediatric services for developmental assessments.

- **293** referrals from Centralized Reception to Early Childhood Services.
- **100+** daycare staff attended the third “Parlons Enfants ensemble” (Let’s Talk Kids Together) conference day.





TESTIMONIALS

"Going to the ON y va Centre is like being among friends. Every day when my daughter leaves school, she asks me if the ON y va Centre is open because she likes to go and play with the other children." – Early Childhood Services parent.

"I knew from the start that the CFGT was the ideal place to help me integrate into the Canadian system and I'm really blown away by the results. Thank you so much for your involvement in my boys' development and integration. I appreciate your careful and qualified work. Congratulations to you all. I wish CFGT and its entire team all the best for the future in your great mission." – J. L.

"Knowing that our child benefits from specialized services offered by a team of professionals who work closely with other organizations and specialists gives us great confidence in the care he receives. It allows us to focus on providing emotional support and guidance to our child without having to worry about coordinating care and our busy schedules." – Early Childhood Services parent.





SPECIAL PROJECTS: AFFORDABLE HOUSING

Funders



AFFORDABLE HOUSING

Description of needs

The Greater Toronto Area (GTA) has been hit hard by the national housing crisis, particularly affecting French-speaking newcomers. They face exorbitant rents, a housing shortage, daunting rent deposit requirements and inadequate housing for extended families. In addition, housing services are often insufficient, and newcomers are vulnerable to landlord abuse, scams, discrimination and language barriers.

Housing assistance services

During the 2023-2024 fiscal year, 397 Francophone clients were assisted in their search for housing in Peel, Toronto and York by the CFGT's Housing Assistance Program. Recruiting Francophone clients in need of housing assistance services was made possible through the CFGT's Centralized Reception (Accueil centralisé) registration portal, the development of partnerships and collaborative relationships with other Anglophone and Francophone community players with similar mandates, and various promotional strategies.

In addition to housing navigation activities, emphasis was also placed on building client capacity through informative workshops on topics such as the steps involved in finding housing in the rental market, subsidized housing in Ontario, the rights and responsibilities of tenants and landlords, and available government and community resources. During the 2023-2024 fiscal year, CFGT's Housing Assistance Program held 11 workshops with a total of 217 participants.





TESTIMONIAL

"I arrived in Canada as an asylum seeker. I was one of a group of African asylum seekers who were sleeping on the streets in Toronto in the summer of 2023. I applied for services from the CFGT, and a housing navigator from the Toronto office advised me to look for a shelter in Peel, as the Toronto shelters were full. He referred me to his colleague in the Mississauga office, who found me a shelter in Brampton. In the meantime, I followed his advice, such as volunteering, working with his employment counsellor colleague, and getting help from a CFGT lawyer to follow up on my asylum application. I went to Toronto from time to time to do volunteer work, and the CFGT provided me with public transport tickets. I also took part in CFGT workshops to improve my knowledge of Canada. Volunteering took me out of isolation and exposed me to the Canadian workplace. I stayed at the shelter for more than six months, because I needed to work to find a landlord willing to let me sign a rental contract. I found a job and was able to sign a rental contract starting on March 15, 2024. The CFGT helped me pay the rent deposit, an amount I would never have been able to raise. I'd like to thank the CFGT for all the support it gave me, from life on the streets to a stable life with housing and a job."

– C.I.





Contact

Pour de plus amples informations, veuillez contacter :

Aboubakar Moustafa Pefoura Ripa
 Navigateur et Gestionnaire de cas en logement

647-746-1739

amoustafa@centrefranco.org

James Chatelain
 Navigateur et Gestionnaire de cas en logement

416-660-9956

jchatelain@centrefranco.org

Centre francophone du Grand Toronto
 Succursale de Centrepoint
 6464 rue Yonge
 North York, ON M2M 3X4

Accueil centralisé:

Scannez le code QR pour accéder à tous les services du CFGT!



Scannez-moi



Programme d'Aide au Logement

Région de York



Trouver ou maintenir un logement abordable, c'est plus facile avec de l'accompagnement et du soutien.



Financé en partie par le gouvernement du Canada. **Canada**

Nos services

- Accompagnement dans la navigation du marché locatif privé et sessions d'information sur le logement incluant celle sur les droits et responsabilités des locataires et des propriétaires.
- Aide à la demande de logement subventionné ou de programmes de logement spécialisé.



• Aide financière au logement*

*Des critères d'éligibilité s'appliquent

Aide financière à la signature du contrat de location, pour tout autre besoin ponctuel pouvant avoir une incidence sur l'acquisition ou la sauvegarde d'un logement permanent.

Référencement aux ressources gouvernementales et/ou communautaires en rapport avec le logement, ou pouvant endiguer les causes de l'itinérance.





SPECIAL PROJECT: CENTRALIZED RECEPTION

Constantly adapting to changing needs

Funders



An agency of the Government of Ontario.
Un organisme du gouvernement de l'Ontario.

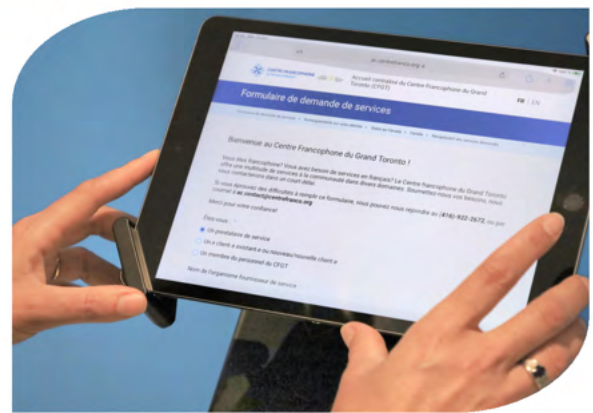
CENTRALIZED RECEPTION

Description of needs

Every year, the Centre francophone du Grand Toronto receives a large volume of clients from all walks of life. Given the complexity and interconnectedness of their needs, the CFGT created a new virtual platform to concentrate intake into a one-stop shop.

Centralized Reception meets the following needs:

- ▶ Facilitate access to all our services in a single visit, from a single form, regardless of the geographical area in which you live.
- ▶ Promote an integrated approach to our service offerings and reduce barriers to access.
- ▶ Include a holistic needs assessment for vulnerable clients and generate data to effectively inform French-language service planning.
- ▶ Harmonize intake and data collection practices across the Centre.
- ▶ Increase the range of services offered to a wider section of the French-speaking community.



Description of services

Centralized Reception simplifies client care and provides integrated access to the CFGT's nine programs. This single point of entry makes it easier to find the services that meet the needs identified when client files are opened.

To this end, and always with the aim of reducing obstacles for clients, the CFGT developed data collection tools to better understand its clients and their needs. These make it possible to identify the demographic profile of clients, assess the Reception's performance and support teams in optimizing their work in managing requests.

In addition, to promote access to technology and services for the community, the CFGT's Centralized Reception offers a tablet and telephone loan program, as well as emergency food vouchers for the most vulnerable clients.

HIGHLIGHTS

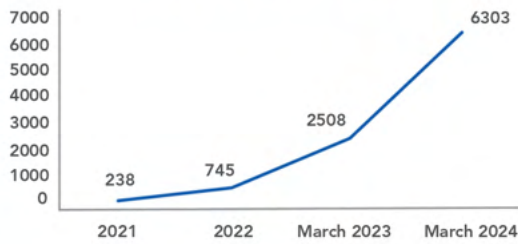
- 01** ➤ **6,303** clients served via Centralized Reception since its deployment, an increase of **151%** compared with 2022-2023.
- 02** ➤ **28,223** requests for services submitted via Centralized Reception since 2021, an increase of **171%** on the cumulative total for the previous year.
- 03** ➤ **24** agents in the Centralized Reception team in 2023-2024, including **5** new agents as well as **1** manager and **2** project agents.
- 04** ➤ The team developed various tools this year to train and support employees in using the platform to serve their clients.

New tools:

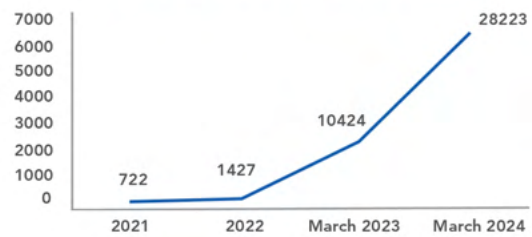
- 01** ➤ The introduction of a support line to help CFGT clients who are having difficulty filling in the form.
- 02** ➤ A booklet describing the Centre's various programs.
- 03** ➤ A short video training session on the platform, client referrals and promotional tools.
- 04** ➤ Other communications tools (posters, business cards and banners) distributed to the various departments to promote Centralized Reception to their clients.



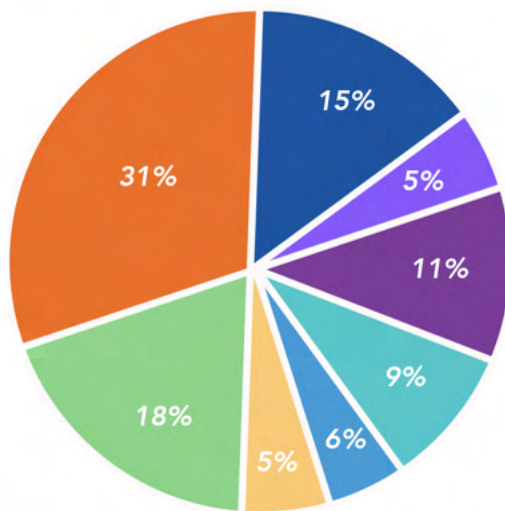
CUMULATIVE EVOLUTION OF CLIENT NUMBERS



CUMULATIVE EVOLUTION OF SERVICE REQUESTS



SERVICE REQUESTS



- ▶ Holistic assessment: 15% - 4,223 applications
- ▶ Housing assistance: 5% - 1,429 requests
- ▶ Legal assistance: 11% - 3,060 requests
- ▶ Primary health care: 9% - 2,577 requests
- ▶ Mental health: 6% - 1,603 requests
- ▶ Early childhood: 5% - 1,334 requests
- ▶ Newcomers: 18% - 5,007 requests
- ▶ Employment: 31% - 8,585 requests

REPEAT CLIENTS



CARD for centralized reception

BUSINESS CARD FORMAT



FLYER FOR CENTRALIZED RECEPTION



3-PAGE BROCHURE FOR PARTNERS

Intended for our partners, this brochure explains how the Centralized Reception works.





SPECIAL PROJECTS: HUMAN TRAFFICKING PROGRAM

Funder



**Government
of Canada**

FIGHT AGAINST HUMAN TRAFFICKING

Description of the project

As part of this three-year project, the CFGT provided in-depth knowledge of human trafficking through targeted programs. The aim was to train staff to increase their knowledge, improve support and empower victims and those at risk among its clients, by facilitating access to CFGT programs.

Among the main achievements in this area, training and capacity building are central. Specialized training on the warning signs of human trafficking has been provided, enabling CFGT employees to acquire essential skills to effectively identify and support victims and survivors of trafficking.

The project also strengthened collaboration and partnerships. A joint committee of 16 English and French organizations was established to map existing services, discuss gaps and identify opportunities for collaboration.



HIGHLIGHTS

01 ▶ Staff training:

- 80% of staff received training on the warning signs of trafficking and Gender-Based Analysis Plus (GBA+).
- Increased awareness and improved ability of staff to identify and assist potential victims.

02 ▶ Identification of victims and survivors:

- Implementation of an effective identification process using revised forms including specific indicators.
- Better targeting of intervention and support efforts.

03 ▶ Support programs:

- Roll-out of individual services, group activities, counselling, legal services and health programs.
- High satisfaction rate among recipients.

04 ▶ Regional partnerships:

- Strengthened collaboration with 34 regional providers in Central Southwestern Ontario.
- Development of a concerted, integrated approach to fighting human trafficking.

05 ▶ Implementation of promising practices:

- Development and integration of promising prevention and intervention practices.
- Creation of a community of practice including members of the CFGT and regional partners.

06 ▶ Launch and promotion of the digital anti-trafficking tool:

Launch of the website:

- The website dedicated to human trafficking was launched with the objective of listing all services available to French-speaking victims and survivors and facilitating their access.
- The site includes information on warning signs and French-language support services in the Greater Toronto Area.

Online campaigns:

- Digital communication campaigns were set up to promote the website using social media and newsletters to reach the Francophone community.

HIGHLIGHTS

Physical promotion at our points of service:

- Posters and flyers were distributed in all our points of service to make clients aware of the website.
- QR codes leading directly to the site were prominently displayed for easy access.

Accessibility and impact:

- The website has been designed to be accessible on all types of devices (computers, tablets, smartphones).
- It aims to help as many victims and survivors as possible by providing clear information and direct contact with support services.

Visit the website here: [Home | French-language resources on trafficking in persons for sexual exploitation.](#)

The screenshot shows a website interface with a dark purple and blue color scheme. On the left, there is a section titled "SOUTIEN AUX VICTIMES ET SURVIVANTES" (Support for victims and survivors). Below the title, there is a paragraph of text: "Vous pouvez soutenir une personne victime ou survivante de la traite en communiquant avec un organisme spécialisé en approche féministe de votre région. Une intervenante sera en mesure d'accompagner cette personne et de la guider vers les services adaptés à ses besoins." (You can support a victim or survivor of trafficking by communicating with a specialized organization with a feminist approach in your region. An intervenor will be able to accompany this person and guide them towards the services adapted to their needs.) Below this is another paragraph: "Consultez nos ressources en français sur la traite des personnes à des fins d'exploitation sexuelle pour obtenir de l'aide !" (Consult our resources in French on trafficking for sexual exploitation to get help!). Below the text is a button with the URL "RESEAUTRAITEFRANCOPHONE.COM" and a right-pointing arrow icon. Below the button is a QR code with the text "SCANNEZ LE CODE QR POUR VISITER NOTRE SITE" (Scan the QR code to visit our site). On the right side of the interface, there is a vertical list of regions, each with a right-pointing arrow icon: TORONTO, YORK-DURHAM-SIMCOE, PEEL-HALTON-DUFFERIN, HAMILTON, NIAGARA, LONDON, SARNIA, and WINDSOR-ESSEX-CHATHAM-KENT. A vertical text label on the left side of this list reads "SERVICES D'INTERVENTION EN FRANÇAIS, EN MATIÈRE DE TRAITE À DES FINS D'EXPLOITATION SEXUELLE, DANS LE CENTRE-SUD-OUEST ONTARIEN." (French-language intervention services, in matters of trafficking for sexual exploitation, in the central-southwest Ontario region.).

RESULTS AND IMPACT

01 ▶ For employees:

- Improved skills, increased awareness of trauma, development of a supportive organizational culture, and creation of an inclusive work environment.

03 ▶ Impact on the organization:

- Implementation of a policy on trafficking and promising practices, development of a supportive organizational culture, and creation of an inclusive work environment.

02 ▶ For survivors:

- Access to safe and appropriate services, holistic and personalized support, empowerment, and more equitable interventions for racialized, immigrant or Indigenous women.

Tools to promote French-language resources about human trafficking.





AN ORGANIZATION IN ACTION: EXCELLENCE, CONTINUITY AND COMMITMENT

The Centre francophone du Grand Toronto (CFGT) is extremely proud of the quality of its services to the Greater Toronto's diverse French-speaking community. For several years now, the team has consistently shown that it is prepared to take on major challenges – the COVID-19 pandemic, the labour shortage and the housing and cost-of-living crises, among others.

This year is no exception. Thanks to the work done to obtain its accreditation, the Centre is in a better position than ever to stay the course and ensure continuity of services, while continually optimizing its activities and operations. This is our team's solemn commitment to our clients and to our many

partners and funders.

The Centre francophone du Grand Toronto is proud to be certified by the Canadian Centre for Accreditation, the result of a third-party assessment based on recognized organizational practices that promote continuous quality improvement and efficient, responsive community services.

A CENTRE IN ACTION: EXCELLENCE, CONTINUITY AND COMMITMENT

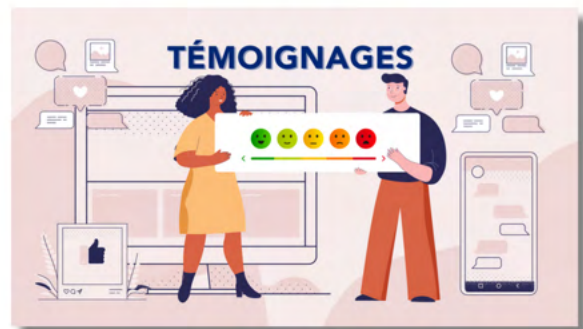
Harmonization et optimization

This year, major efforts were made to strengthen the harmonization of tools, community representation initiatives and CFGT partnerships in order to optimize available resources and ensure positive impacts for the Francophone communities served.

In particular, the CFGT achieved a number of successes and innovations this year in terms of establishing, maintaining and strengthening community relations and partnerships.

Community Relations

- ▶ The Centre took part in more than 30 community activities in the Greater Toronto Area, including nearly 15 where our services were showcased at a stand or kiosk.
- ▶ The Centre also supported the activities of other organizations by granting nearly 15 sponsorships, and contributed to reconstruction efforts in support of the victims of the last earthquake in Morocco in 2023.
- ▶ The Centre reinforced internal coordination and tools relating to community relations and partnership activities to ensure greater harmonization of our actions, for example, by creating an internal community representation committee at the Centre and revising the CFGT's general agreement template.
- ▶ On February 27, 2024, the Centre organized an exceptional virtual event to celebrate Black History Month and to recognize and celebrate the extraordinary achievements of members of the Black community in the Greater Toronto Area and elsewhere.



A CENTRE IN ACTION: EXCELLENCE, CONTINUITY AND COMMITMENT

Partnerships

- ▶ The Centre acknowledged and honoured its partners by hosting a cocktail party in the presence of dignitaries. 20 partner organizations were represented at our partner celebration cocktail in December 2023.
- ▶ The Centre developed and distributed a bilingual virtual survey to assess partner organizations' satisfaction with their collaboration with the CFGT and to identify ways to optimize the various types of partnerships.

- ▶ **The Centre received very positive feedback from this partner survey. Here are some of the results:**

- Nearly 80% of respondents said they were satisfied or very satisfied with their collaboration with the CFGT. What respondents appreciated most was their exchanges and communications with the Centre's management team, as well as with the people providing the services. They also appreciated the networking activities, among other things.

- The vast majority of respondents, close to 100%, expressed their desire to continue working with the Centre and recommended the CFGT to other organizations as a partner.

These efforts to harmonize and optimize our services for the benefit of our Francophone communities and partnerships will continue and will include a number of innovations in the very near future.

Visit our [website](#) or follow us on our [social media](#) to stay informed!



FINANCIAL HIGHLIGHTS

Thanks to the support of our funders and our diligent management, we have been able to maintain a stable financial position and successfully pursue our mission.

Here are some key points from our financial statements:

- ✓ The Centre received a total of **\$18,475,125** in grants and contributions from various government and other sources.
- ✓ The Centre has maintained solid resources, enabling us to meet our financial obligations effectively and seize development opportunities.
- ✓ Despite an increase in our activities, we have managed our expenses efficiently to ensure the Centre's long-term financial sustainability.

These results demonstrate our continued commitment to serving the community with integrity and transparency. We sincerely thank all our funders, partners and collaborators for their invaluable support.

Revenues

10.61% increase in funding in 2023-2024

2023-2024

Total: \$19,252,217

- Federal government: \$6,645,265
- Provincial government: \$9,411,791
- Municipalities: \$1,844,099
- Other: \$1,351,062

2022-2023

Total: \$17,405,898

- Federal government: \$5,261,971
- Provincial government: \$9,414,537
- Municipalities: \$1,390,735
- Other: \$1,338,655

Expenses

2023-2024

Total: \$18,638,149



2023-2024

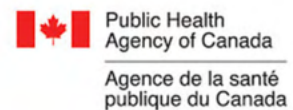
2022-2023

THANK YOU TO OUR FUNDERS

We would like to extend our warmest thanks to all our funders and partners, who make it possible for the CFGT to ensure the wellbeing and development of the Greater Toronto Area's Francophone community in all its diversity:



Agence de la santé publique du Canada / Public Health Agency of Canada



MERCI AUX BAILLEURS DE FONDS



THANK YOU TO OUR PARTNERS

We would also like to thank all of our valued partners and collaborators, with whom we have navigated this year full of possibilities. The CFGT has the great privilege of working with dozens of community partners who would be far too numerous to list here, but we offer them our sincere thanks. Without you, we couldn't do all this great work. Thank you and we look forward to continuing to work alongside you!

POINTS OF SERVICE

CENTRE-VILLE TORONTO — SIÈGE SOCIAL

DOWNTOWN TORONTO – HEAD OFFICE

555 Richmond Street West, Toronto, ON
M5V 3B1 Telephone: All services 416 922-
2672 (except Employment services –
416 962-4600)

- Medical clinic – 303-A
- Legal assistance services – 303-H
- Mental health and child development – 303-E
and F
- Services for newcomers – 303-G
- Employment services – 303-B
- Administration and community relations – 303-D

DOWNTOWN TORONTO — LOWER SPADINA

20 Lower Spadina Avenue, Toronto, ON
M5Y 2Z1 Telephone: 416 203-1220

- Community Connections program
- Integration program in French schools (PIDEF)
- ON y va Centre – Early Years corner

NORTH YORK

5 Fairview Mall Drive, Office 280,
North York, ON M2J 2Z1
Telephone: 416 492-2672

- Medical clinic

NORTH YORK

entrepont Language & Skills
6464 Yonge Street, North York, ON M2M 3X4
Telephone: 416 221-4442

- Settlement and integration services

YORK

ON y va Centre – École élémentaire
Sainte-Marguerite-Bourgeoys
111 John Button Blvd, Markham, ON
L3R 9C1

- Early childhood

ON y va Centre – École élémentaire La
Fontaine 10110 Islington Ave, Kleinburg,
ON L0J 1C0

- Early childhood

SCARBOROUGH

2202 Eglinton Avenue East, Suite 116,
Scarborough, ON M1L 2N3
Telephone: 416 849-8258

- Settlement and integration services
- Employment services (by appointment)

PEEL-HALTON

3660 Hurontario Street, 6th Floor,
Suite 601, Mississauga, ON L5B 3C4
Telephone: 437-317-5648/1-877-480-5540
(at the intersection of Hurontario St. &
Matthews Gate,
Bus access: 103, 119)

- Settlement and integration services
- Integration program in French schools
(PIDEF)
- Legal assistance services (by
appointment)
- Employment services (by appointment)

TORONTO PEARSON INTERNATIONAL AIRPORT

Terminals 1 and 3 at International Arrivals



**CENTRE FRANCOPHONE
DU GRAND TORONTO**


Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément


CONTACT US

The Centre francophone du Grand Toronto is the gateway for francophones in the Greater Toronto Area, with 9 points of service

 555 Richmond Street West,
Toronto, ON M5V 3B1

 416-922-2672

 infos@centrefranco.org

 www.centrefranco.org

ACCESS OUR SERVICES

Scan the QR code

