

7,326

Unique clients accessed services **57,668** times in Ajax and Pickering Welcome Centres in the 2015 fiscal year.



The Welcome Centres in Ajax and Pickering Serving Newcomers in Durham Region

374

Newcomers filed their **tax returns** with the assistance of the Community Volunteer Income Tax Program (CVITP) volunteers at the Welcome Centres for the 2015 tax season.



4

Locations are available to complete **English language assessments** and to attend **English language training** in Durham Region.

Newcomers enrolled in LINC/ESL classes at the Welcome Centres in Ajax and Pickering and locations in Whitby and Oshawa.



20

Tours and orientations were held by the Welcome Centres between December 2015 and November 2016, for **private refugee sponsorship groups** from communities across Durham Region.



1,209

Unique learners /students were enrolled in LINC/ESL English classes in the 2015/2016 school year.



21

Computers are available in the **Resource Centre Areas** of the Ajax and Pickering Welcome Centres. Here, clients access the internet, print, fax, photocopy and scan their documents.



35

Different languages are spoken by staff in the Ajax and Pickering Welcome Centres.



915

Clients successfully completed The **Job Search Workshop (adult)** program and **The Mentoring Partnership** program over the last five years.



30+

Approved Associate Partners collaboratively offer integrated services to newcomers under a single roof at the Welcome Centres.



\$0



Cost to our clients. Services at the Welcome Centres are **free**, confidential and culturally sensitive.

29%

Increase in the number of clients that accessed **Settlement Services** from 2011 to 2016.

