

# ANNUAL REPORTS

2002-2003

2003-2004

## Ministry of Citizenship and Immigration



*This document includes:*

- *Ministry Overview*
- *Annual Report 2002-2003*
- *Annual Report 2003-2004*



# MINISTRY OVERVIEW

The Ministry of Citizenship and Immigration's programs and services are divided into the following areas:

## **CITIZENSHIP AND IMMIGRATION**

The Citizenship and Immigration Division has responsibility for accessibility, immigration and volunteerism. The division works to ensure that: accessibility for people with disabilities is improved so that all Ontarians can work, play, learn and otherwise participate in society to their full potential; immigrants can contribute fully to the economic and social life of the province; and more Ontarians, including youth, volunteer in their communities and are recognized for it.

## **ONTARIO WOMEN'S DIRECTORATE**

The Ontario Women's Directorate works to prevent violence against women and children and to advance women's economic independence so that young girls and women can make choices that lead to life and career success.

## **ONTARIO SENIORS' SECRETARIAT**

The Ontario Seniors' Secretariat undertakes policy initiatives that improve the quality of life of Ontario seniors and public education efforts for and about Ontario seniors.

## **REGIONAL SERVICES**

Regional Services delivers programs and services to clients across Ontario in support of the activities of the Ministry of Citizenship and Immigration, the Ministry of Culture and the Ministry of Tourism and Recreation.

## **MINISTRY ADMINISTRATION**

Ministry Administration ensures the provision of efficient, effective administrative services to managers, including strategic business and resource planning, to support ministry and government objectives. The program provides corporate services to the ministries of Citizenship and Immigration, Culture and Tourism and Recreation.



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### CITIZENSHIP AND IMMIGRATION

#### ***Accessibility Directorate of Ontario***

The ministry developed guidelines, tools and resources for sectors that have obligations under the Ontarians with Disabilities Act, 2001, and established strategic partnerships with private and non-profit sectors to prevent and remove barriers for people with disabilities.

The ministry held public consultations to find ways to make the Ontarians with Disabilities Act, 2001, stronger and more effective so that every Ontarian can fully participate in building a stronger province.

#### ***Immigration and Settlement***

The ministry supported community-based delivery of immigrant settlement services through strategic funding and special initiatives to strengthen the settlement sector. The ministry also established a bi-lateral process with the federal government on immigration-related matters and cross-ministry leadership on economic integration.

#### ***Volunteerism***

The ministry enhanced the capacity of the voluntary sector to meet the needs of Ontario's diverse communities by addressing the needs and interests of volunteers and their organizations, providing a two-way window between communities and government, and supporting/brokering strategic partnering initiatives to help volunteers and their organizations deliver cost-effective services.

#### ***Honours and Awards***

The ministry honoured more than 7,500 volunteers across the province with Ontario Volunteer Service Awards to recognize their role in building strong, vibrant communities and the contribution they make to the economic and social well-being of Ontario. The theme of the 2003 awards was "Ontario's Provincial Treasures."



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### *Human Rights*

The ministry provided policy analysis and advice on human rights, including the development of the Mandatory Retirement Elimination Act and supported the Ontario Human Rights Commission as it worked to improve customer service, reduce the length of time needed to resolve complaints and carry out public education and policy initiatives to address issues of systemic discrimination.

### **ONTARIO WOMEN'S DIRECTORATE**

The ministry supported the Minister Responsible for Women's Issues and the Parliamentary Assistant to the Premier in a series of roundtable consultation meetings held with over 180 experts to get input on the development of a multi-year, multi-ministry plan to protect victims of domestic violence. The ministry also supported a newly formed ministerial steering committee to elevate domestic violence as a priority and to take a comprehensive approach across ministries.

The ministry worked with private and voluntary sectors to promote women's economic independence by:

- providing young women with information on a full range of career opportunities, including those requiring a foundation in math, science and technology;
- promoting the recruitment and retention of women in growth industries and industries where skill shortages exist; and
- promoting women's entrepreneurial success.



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### ONTARIO SENIORS' SECRETARIAT

The ministry moved forward with its Strategy to Combat Elder Abuse by establishing eight regional elder abuse consultants to work with community groups across the province. The Ontario Elder Abuse Conference, "Building on Experience: Innovation and Change" March 1-2, 2004, involved elder abuse organizations and seniors across the province sharing creative approaches to the coordination of community services, education of front-line staff serving seniors, and public education.

Ontario's five-year, \$68.4M Strategy for Alzheimer Disease and Related Dementias has improved the quality of life of those afflicted by Alzheimer Disease and related dementias, their families and caregivers. The strategy has resulted in expansion of respite services, the hiring of 50 new psychogeriatric resource consultants across the province and public education coordinators at each of the 39 local Alzheimer Society chapters.

The ministry partnered with other levels of government to develop a "Collaborative Seniors' Portal" pilot website where seniors can access federal, provincial and municipal government information and services in one place.

The ministry developed *A Guide to Programs and Services for Seniors in Ontario*, a guide to provincial, federal, municipal and community services for seniors. The guide is available in hard copy and online through the secretariat's website.



# ANNUAL REPORT

## 2003-2004

Ministry Expenditures (\$ millions)	
2003-2004 Actual	
Operating	52.0
Staff Strength <i>(as of Mar. 31, 2004)</i>	471.5



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## 2002-2003

### CITIZENSHIP AND IMMIGRATION

#### ***Accessibility Directorate of Ontario***

The ministry fostered broad-based partnerships with the private and broader public sector, disability organizations and community groups.

Additional sections of the Ontarians with Disabilities Act, 2001 were proclaimed to bring into law the sections of the act setting out specific accessibility obligations for the Government of Ontario, municipalities and other scheduled organizations, including public transit organizations, school boards, hospitals, colleges and universities.

Twelve members were appointed to the Accessibility Advisory Council of Ontario, a body designed to advise the minister on improving access, independence and opportunity for people with disabilities. Through the AccessAbility grant program, the ministry provided grants to not-for-profit, non-government or community-based organizations that partner with others in their community to create practical, workable projects that help people with disabilities.

#### ***Immigration and Settlement***

The ministry worked on an immigration strategy for Ontario. The ministry also continued to help newcomers adjust to their new lives in Ontario with the Newcomer Settlement Program, which provides grants to organizations that offer direct services to immigrants, as well as projects that help the settlement sector.

#### ***Volunteerism***

The ministry supported strategic partnering initiatives to help volunteers and their organizations deliver cost-effective services.

#### ***Honours and Awards***

The ministry honoured 7,000 volunteers with Ontario Volunteer Service Awards and Outstanding Achievement Awards at 28 ceremonies held throughout the province to recognize the important role volunteers play and the contribution they make to Ontario.



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## 2002-2003

### ***Human Rights***

The ministry provided policy analysis and advice on human rights and support to the Ontario Human Rights Commission as it worked to improve customer service, reduce the length of time needed to resolve complaints and carry out public education and policy initiatives to address issues of systemic discrimination.

### **ONTARIO WOMEN'S DIRECTORATE**

The ministry expanded its commitment to address domestic violence and undertook new initiatives to help women train for work in the skilled trades and in information technology.

The ministry committed \$5.8 million over five years to help women train for work in the skilled trades and \$2 million to train women for jobs in information technology.

### **ONTARIO SENIORS' SECRETARIAT**

The ministry established Ontario's Strategy to Combat Elder Abuse focussing on three priorities:

- co-ordination of community services;
- front-line staff training; and
- public education to raise awareness of elder abuse.

The ministry developed "A Guide to Advanced Care Planning" in partnership with consumer advocates, seniors' groups and service providers, that explains advance care planning and provides answers to frequently asked questions to help seniors ensure that their care and medical choices are followed, should they become incapable of making those decisions.

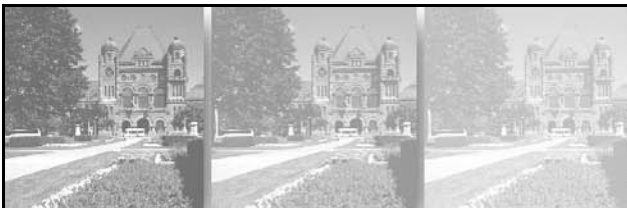
Through the Memory Project, a partnership with the Dominion Institute, the ministry continued to preserve the memory of veterans by bringing them into classrooms to educate students and share their experiences.



# ANNUAL REPORT

## 2002-2003

Ministry Expenditures (\$ millions)	
2002-2003 Actual	
Operating	53.0
Staff Strength <i>(as of Mar. 31, 2003)</i>	480.7



For further information about the **Ministry of Citizenship and Immigration**, visit our Internet site at **[www.citizenship.gov.on.ca](http://www.citizenship.gov.on.ca)**. You can find annual reports for other Ontario government ministries online at **[www.gov.on.ca](http://www.gov.on.ca)** under "About Government".

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