ANNUAL REPORT



2023

FEBRUARY 2024



RIGHTS AND RESPONSIBILITIES AWARENESS INITATIVE

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Ensure that all community members are fully aware of their rights and responsibilities as residents of Canada



Spread the awareness of rights and responsibilities in the community through:

- Online webinars;
- In-person workshops (depending on Covid-19 restrictions);
- Written materials in several languages; and,
- Online information and videos, in several languages.



- Through community consultations, identify the topics that need to be covered to support community members;
- Plan, coordinate, and mobilize resources for the awareness campaigns;
- Conduct awareness campaigns to increase knowledge in the community; and,
- Collect and analyze feedback to assess organizational impact and make adjustments accordingly.



- Community: working towards
 a better and stronger community.
- Education: legal, financial, and cultural awareness.
- Diversity: our services are open for all, everyone is welcome.
- Justice: public education is one step closer to justice.





REMARKS FROM THE CHAIR

It's a great honor to follow Doug Ferguson as the chair of the Rights and Responsibilities Awareness Initiative (RRAI). Although he leaves rather large shoes to fill, I will do my utmost to serve RRAI with the same compassion and foresight. Due to the tireless efforts of our board, and especially Executive Director Hetham Karky, the organization continues to flourish, delivering invaluable financial, legal, and cultural information to newcomers in a modern, accessible format. Thank you to all the presenters and collaborators who helped RRAI assist more of our neighbors than ever before.



Over the last twelve months, RRAI has increased the number of sessions offered, attracting more participants than any year previous. As demand for our services grows, so too does RRAI's resolve, with board members and employees embracing every new challenge as an opportunity to serve and welcome as many newcomers as possible.

The Government of Canada has set bold goals for immigration over the next several years, aiming to expand the annual number of new permanent residents from 505,000 in 2023 to 550,000 in 2025. I know the RRAI will play an important role in welcoming these over half-a-million newcomers each year, providing the insights necessary to make transitioning to and settling in London, and Canada more broadly, a little less daunting.

We are a global community. Regardless of our cultural, political, or social differences, we must recognize our shared struggle for a safer, more tolerant future. By offering a variety of information sessions in multiple languages, where participants feel welcome to ask questions and express concerns, I firmly believe that RRAI will continue foster community solidarity for years to come.

Best regards, MacIntosh Ross



EXECUTIVE DIRECTOR THANKS

As we conclude another impactful year at RRAI, I am filled with a profound sense of gratitude and pride for what we've accomplished in 2023. Our dedicated team's hard work has significantly benefited the community, reinforcing our commitment to education, diversity, and justice.



This year, RRAI continued to offer essential educational sessions tailored to the diverse needs of the London community. These sessions have provided invaluable, trusted information to a broad spectrum of participants, including newcomers, seniors, students, and refugees, all at no cost. This inclusivity and outreach are the cornerstones of RRAI's mission.

I extend my heartfelt thanks to every member of the RRAI team, including our Board of Directors, Advisory Committee, volunteers, and the expert presenters who have passionately contributed to our vision. Your dedication is the backbone of our success.

Our achievements this year were further amplified by the generous support from community institutions, businesses, and individual donors. Your belief in our cause has been instrumental in our ability to make a difference.

Thank you all for making 2023 a year of growth, impact, and community enrichment.

Warmest regards,

Hetham Karky

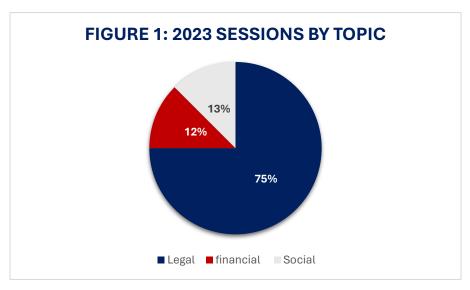




4.1 AWARENESS SESSIONS

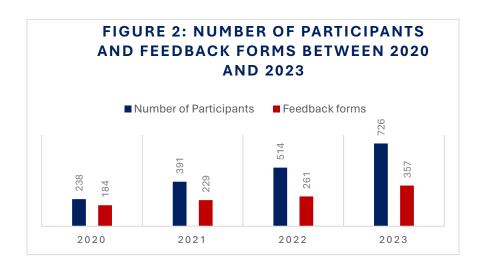
In 2023, the Rights and Responsibilities Awareness Initiative (RRAI) successfully hosted 25 enlightening awareness sessions spanning various legal, financial, and cultural topics. These sessions, delivered as online webinars via Zoom and streamed across various social media platforms, reached a wide audience, thanks to proactive promotion through social media and our dedicated community partners. A significant portion of our sessions, 75%, delved into legal issues, providing crucial insights and guidance. Financial topics constituted 12% of our sessions, offering valuable knowledge on effective financial management. The remaining 13% focused on social and cultural themes, enriching our community's understanding and appreciation of diverse perspectives and practices.





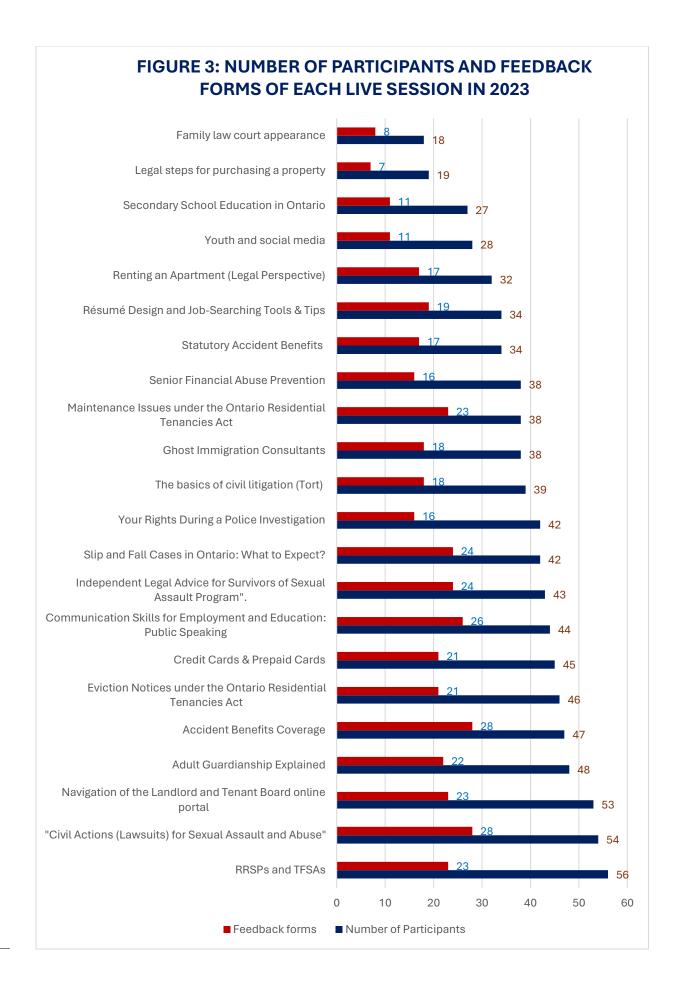
The number of participants increased by 41% compared to 2022; in 2021, 514 individuals attended RRAI awareness sessions (Figure 2). In 2023, this number increased to 726 individuals; this is a clear indication of RRAI's positive progress to its mission.

The number of live participants increased by 41% compared to 2022; in 2021, 514 individuals attended RRAI awareness sessions (Figure 2). In 2023, this number increased to 726 individuals; this is a clear indication of RRAI's positive progress toward its mission. It is important to note that these numbers do not include all the people who access the media videos, which are translated into many languages and available on the website after most of the sessions.



The attendance at RRAI's awareness sessions in 2023 varied, with participant numbers ranging from 20 to 65 per session, influenced by factors such as the session's topic and timing. This variation underscores the importance of conducting a comprehensive study to identify the specific conditions, information and topics most needed by the community. This ensures that RRAI's offers are as impactful and relevant as possible. For a detailed analysis of session attendance, please refer to Figure 3 in our report.







4.2 FEEDBACK FROM PARTICIPANTS IN RRAI SESSIONS

To continually enhance our impact and the quality of our services, RRAI encouraged participants to complete a feedback form following each session. This invaluable input assists us in assessing our performance, refining our service delivery methods, identifying new and pertinent topics, and evaluating the quality of the information provided. A comprehensive overview of the feedback received can be found in Figure 4, highlighting our commitment to responsiveness and continuous improvement in serving the community's needs.

FIGURE 4: SESSION TOPIC AND PRESENTERS

	TOPIC	PRESENTER NAME
1	Ghost Immigration Consultants	Yerusalem Berhane
2	Statutory Accident Benefits	Carlos A. Ortiz
3	Removal of a child to a place of safety	CLS
4	The basics of civil litigation (Tort)	Roland Kuehn
5	Youth and social media	Kelly Wang
6	Family Law Separation Agreements	CLS
7	Family Law: Spousal Support	CLS
8	Legal steps for purchasing a property	Megan Jenner,
9	Renting an Apartment (Legal Perspective)	Kristin A. Ley
10	Slip and Fall Cases in Ontario: What to Expect?	Manpreet Kaur
11	Communication Skills for Employment and Education: Public Speaking	Kelly Wang
12	Accident Benefits Coverage	Christina Martin
13	Résumé Design and Job-Searching Tools & Tips	Kelly Wang
14	Maintenance Issues under the Ontario Residential Tenancies Act	Rebekah Ryersee
15	Eviction Notices under the Ontario Residential Tenancies Act	Rebekah Ryersee
16	"Civil Actions (Lawsuits) for Sexual Assault and Abuse"	Kelly Wang
17	Independent Legal Advice for Survivors of Sexual Assault Program".	Anju Fujioka
18	Navigation of the Landlord and Tenant Board online portal	Rebekah Ryersee
19	Your Rights During a Police Investigation	JP Rodrigues
20	Adult Guardianship Explained	Rachel Merucci
21	RRSPs and TFSAs	Daniel Barreiras
22	Senior Financial Abuse Prevention	Daniel Barreiras
23	Credit Cards & Prepaid Cards	Daniel Barreiras
24	Family law court appearance	CLS
25	Secondary School Education in Ontario	Kelly Wang



In 2023 nearly 50% of the participants (357) generously provided feedback, offering insights into the effectiveness and impact of the sessions. The feedback highlights include:

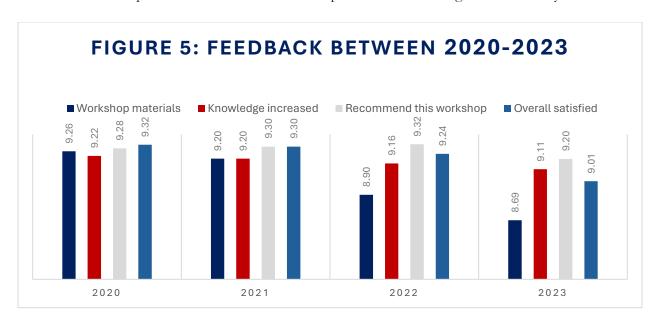
Workshop Materials: 89% of respondents found the materials appropriate and helpful, underscoring the relevance and utility of the resources provided.

Knowledge Increase: A notable 91.1% of participants reported an increase in their knowledge, indicating the sessions' success in enhancing understanding of the covered topics.

Recommendations: 92% of the respondents would recommend RRAI's sessions to other newcomers, reflecting the perceived value of these workshops within the community.

Overall Satisfaction: The overall satisfaction rate stood at 90.01%, with participants expressing high levels of contentment with the workshops.

"A comprehensive overview of the feedback received can be found in Figure 5, highlighting our commitment to responsiveness and continuous improvement in serving the community's needs."



4.3 RRAI 2023 USING OF THE SOCIAL MEDIA

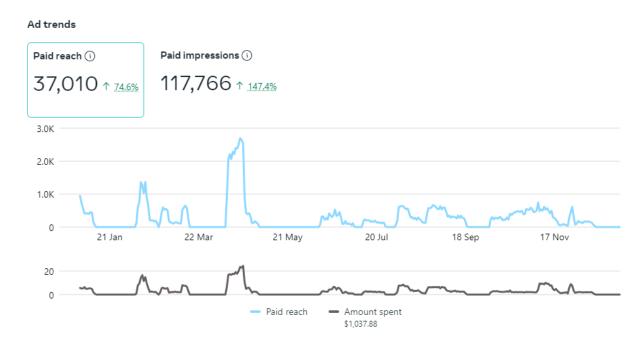
RRAI's adept utilization of social media channels is a testament to our commitment to accessible education. Through Facebook and YouTube, RRAI successfully broadcasted a plethora of sessions, enriching the public with vital knowledge spanning legal, financial, and cultural domains. These efforts led to a significant increase in digital engagement and education, as evidenced by the growth



in viewership and interactive participation. This strategy propelled RRAI's vision of creating an informed community, well-versed in navigating contemporary societal structures.

4.3 - (1) RRAI FACEBOOK PAGE

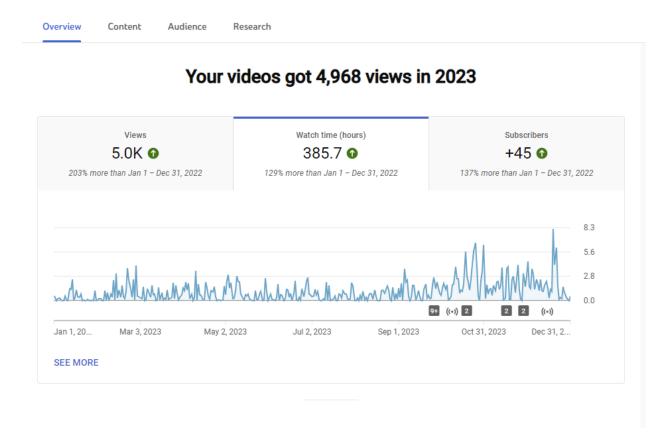
In 2023, RRAI's Facebook page became a pivotal platform for reaching our audience, reflecting our growing digital influence. With a 74.6% increase in paid reach to 37,010 and a 147.4% surge in paid impressions to 117,766, our social media strategy effectively amplified our educational content across legal, financial, and cultural topics.



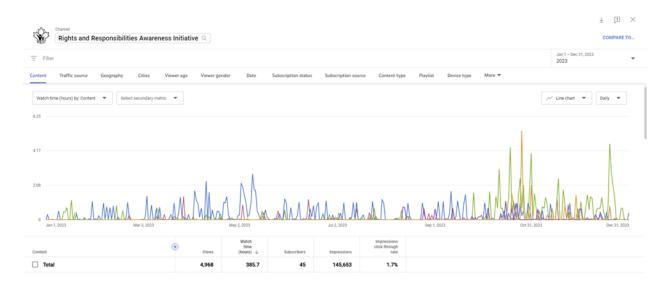
4.3 - (2) RRAI YOUTUBE CHANNEL

RRAI takes pride in announcing that all our sessions are now freely accessible on YouTube. This initiative underscores our commitment to offering unrestricted educational resources and maximizing the impact of our programs. In 2023, the RRAI YouTube channel experienced remarkable growth — views soared to approximately 5,000, denoting a 203% increase from the previous year, while watch time reached over 385 hours, a 129% rise. Additionally, our community expanded by 45 subscribers, emphasizing a 137% growth. This significant uptick in engagement reflects the value and relevance of our content, as well as our dedication to empowering individuals through knowledge and awareness.





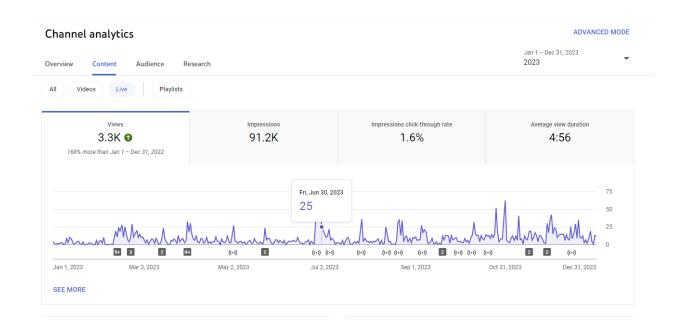
The RRAI YouTube channel in 2023 showed a significant upward trend in user engagement. With a notable 168% increase in views, the channel received over 3,300 views, signalling a strong interest in RRAI's content. The channel also garnered 91.2K impressions, indicating that viewers found the content engaging. This level of engagement is crucial for RRAI's mission to spread legal, financial, and cultural education, demonstrating successful outreach and audience retention on the platform.





This growth not only showcases RRAI's expanding influence but also its dedication to providing accessible and valuable content that resonates with the community's needs.

These platforms' metrics solidify RRAI's role in fostering informed citizenship and community empowerment, demonstrating its pivotal role in bridging the information gap for Canadians nationwide.





SESSIONS PRESENTERS

RRAI extends its heartfelt gratitude to the esteemed presenters who have greatly contributed to the success of our awareness sessions this year. Their expertise and dedication have enriched the learning experience for all participants:

- Yerusalem Berhane
- Carlos A. Ortiz
- Roland Kuehn
- Kelly Wang (acknowledged for multiple sessions)
- Megan Jenner
- Kristin A. Ley
- Manpreet Kaur

- Christina Martin
- Rebekah Ryersee (recognized for multiple contributions)
- Anju Fujioka (thanked for her involvement in more than one session)
- JP Rodrigues
- Rachel Merucci
- Daniel Barreiras (appreciated for his expertise across several sessions)













Your collective efforts have been instrumental in empowering our community with knowledge and skills.

THANK YOU

for your commitment to RRAI's mission.



6.1 TOGETHER AGAINST ONLINE CRIME



The Rights and Responsibilities Awareness Initiative (RRAI) is thrilled to highlight the successful launch of the "Together Against Online Crime" initiative, a transformative collaboration with the London Police Service and Western University, generously funded by the Ontario Ministry of the Solicitor General. This initiative is a proactive response to the increasing prevalence of cyber threats, aiming to empower our community with the knowledge and tools necessary to combat online crimes effectively.

ABOUT THE PROJECT:

"Together Against Online Crime" stands at the forefront of cyber safety education, combining comprehensive educational resources, extensive community outreach, and strategic partnerships to enhance public awareness and prevention strategies. Our goal is to foster a well-informed community that feels secure in reporting online crimes, thereby contributing to a significant reduction in such incidents.



SCOPE OF ONLINE CRIMES ADDRESSED:

The initiative casts a wide net, addressing critical issues such as human rights violations online, hate crimes, human trafficking, and fraud in the digital realm. To ensure wide accessibility, we have made these educational sessions available in multiple languages (Arabic, Spanish, and Mandarin) on our website: RRAI - Together Against Online Crime.

KEY HIGHLIGHTS:

Our campaign delves into the legal intricacies of online crimes, demystifying the legal language to make the information comprehensible and actionable for the general public.

GRATITUDE TO OUR SUPPORTERS:

We extend our heartfelt thanks to all supporters, participants, and especially the Ontario Ministry of the Solicitor General for their indispensable support. Their commitment is crucial to our mission of fostering a safer digital environment for everyone.

COMMUNITY ENGAGEMENT:

The "Together Against Online Crime" initiative fosters community engagement by creating a network of individuals who are informed and proactive about online safety. This involves education and awareness campaigns that empower community members to identify, prevent, and report online crimes effectively. The project seeks to harness the collective vigilance of the community to create a safer online environment for everyone. Through collaboration and shared knowledge, individuals can become advocates for online safety within their local circles, contributing to the broader goal of reducing online crime.



THE **IMPORTANCE**

OF THIS INITATIVE

As digital spaces become increasingly integral to our daily lives, the initiative addresses the urgent need for comprehensive cyber safety education. "Together Against Online Crime" equips our community to navigate the digital world securely, making it a critical endeavor in today's interconnected age.

The launch event on September 28, 2023, marked a significant milestone in our journey, reflecting the initiative's resonance and the collective desire for a safer digital world. We look forward to the continued impact and success of this vital initiative.







PRE-SURVEY:

In our pre-survey conducted as part of the "Together Against Online Crime" project in Q4, we sought to understand the areas of concern that our stakeholders and community members are most interested in addressing. The survey, which asked participants to rate their interest in various topics on a scale from 1 (lowest) to 5 (highest), revealed a significant interest in combating online crimes, including hate crimes, human trafficking, and fraud. Hate crimes emerged as the most concerning issue with an average interest rating of 3.44, followed by fraud at 3.35, and human trafficking at 3.19. Specifically, the topic of fraud garnered a wide range of responses, with 22% of participants expressing the highest level of interest (rating it a 5) and 35% showing a substantial level of concern (rating it a 4). These findings, based on responses from 198 to 204 participants across the categories, highlight the urgent need for targeted interventions and resources to combat these online crimes.

On the other hand, respondents were asked to rate their confidence in knowing where to find sufficient and relevant resources to combat online crime, on a scale from 1 to 10, with 1 being the lowest score and 10 being the highest. The results indicate that there is a moderate level of confidence among participants, with an average rating of 4.95. This suggests that while there is some awareness of available resources, there is a significant portion of our audience that feels inadequately informed or equipped to access the necessary information and tools. The standard deviation of 2.18 and a variance of 4.76 reflect a wide range of responses, highlighting the diversity in the perceived accessibility of resources among the 195 respondents.



Rights and Responsibilities Awareness Initiative TOGETHER AGAINST ONLINE CRIME







6.2 THE FINANCIAL LITERACY PROJECT



The Financial Literacy Project, a key initiative by the Rights and Responsibilities Awareness Initiative (RRAI), marks a significant stride towards empowering our community with essential financial knowledge. In collaboration with esteemed partners like the London Public Library and RBC Foundation, this project transcends the digital realm to offer in-person sessions, fostering a more interactive and engaging learning environment.

ABOUT THE PROJECT:

The Financial Literacy Project is designed to address the crucial need for financial education within our community. By hosting in-person sessions, we provide a platform for participants to engage directly with financial experts, ask questions, and gain insights into managing their finances effectively. These sessions cover a broad spectrum of topics, from budgeting and saving to understanding credit and investments, tailored to meet the diverse needs of our community members.

COLLABORATIVE EFFORT:

Our collaboration with the London Public Library and RBC Foundation enhances the project's reach and impact. The library serves as an accessible venue, reinforcing the project's community-centric approach, while the RBC Foundation's support amplifies our resources and capabilities to deliver high-quality financial education.



COMMUNITY ENGAGEMENT:

The in-person format of these sessions encourages active participation and fosters a sense of community among attendees. It provides a unique opportunity for individuals to learn not only from the presenters but also from the experiences and questions of their peers, creating a rich, collaborative learning environment.

EMPOWERING OUTCOMES:

The primary goal of the Financial Literacy Project is to empower individuals with the knowledge and confidence to make informed financial decisions. By improving financial literacy, we aim to contribute to the overall financial well-being and resilience of our community members, equipping them to navigate financial challenges and opportunities more effectively.

WHY IT MATTERS:

In today's complex financial landscape, being equipped with financial literacy is more important than ever. The Financial Literacy Project addresses this need head-on, providing practical, actionable guidance to help individuals improve their financial health and security.

The in-person sessions of the Financial Literacy Project stand as a testament to RRAI's commitment to providing valuable, accessible educational opportunities to our community. We look forward to the continued success and growth of this initiative, driven by the support of our partners and the active participation of our community members.





WE VALUE OUR PARTNERS

RRAI

Deeply Values The Collaboration And Support Of Our Esteemed Partners, Whose Contributions Have Been Pivotal In Advancing Our Mission And Enhancing The Impact Of Our Initiatives Within The Community.

LONDON POLICE SERVICE

We extend our heartfelt appreciation to the London Police Service for their commitment to public safety and their active involvement in community education. Their collaboration has been instrumental in addressing critical issues and fostering a safer environment for all.





COMMUNITY ENGAGED LEARNING - WESTERN UNIVERSITY

Our partnership with the Community Engaged Learning program at Western University, particularly in the "Together Against Online Crime" project, exemplifies a shared dedication to leveraging academic resources for community betterment. Their contributions have significantly enriched this initiative, driving forward our collective efforts to combat online crime.



COMMUNITY LEGAL SERVICES AT WESTERN

We are immensely grateful to the Community Legal Service at Western for their collaboration in delivering numerous online sessions. Their expertise and willingness to share legal knowledge have been invaluable in empowering our community members with the information they need to navigate legal challenges.











LONDON PUBLIC LIBRARY FOUNDATION AND RBC FOUNDATION

Our partnership with the London Public Library and RBC Foundation in the Financial Literacy project stands as a testament to the power of collaborative efforts in addressing essential community needs. Their support has been crucial in providing accessible financial education, thereby fostering financial empowerment among our participants.

Each of these partnerships reflects a shared vision for a more informed, just, and inclusive community. We are honored to work alongside such dedicated organizations, and look forward to continuing our collaborative efforts to make a lasting positive impact.







RRAI SUPPORTERS

RRAI is immensely thankful for the robust support we have garnered within the London community, both from individuals and institutions alike. Our work is bolstered by the backing of a diverse group of supporters, whose contributions have been invaluable to our mission.

We extend our deepest appreciation to:

- Government of Ontario
- Westminster College Foundation
- RBC Foundation
- London Police Service
- Pillar Nonprofit Network
- The Mclean Foundation
- London Community Foundation
- Community Legal Services (CIS) at Western Law
- Neighbourhood Legal Services
- Miggsie Fund Lawson Foundation























Your support not only empowers our initiatives but also reinforces our commitment to serving the community with dedication and integrity. **THANK YOU** for being pillars of support for RRAI and the communities we serve.



RRAI BOARD OF DIRECTORS

RRAI is proud to introduce our esteemed Board of Directors, a diverse group of dedicated individuals committed to guiding our organization towards fulfilling its mission. Their collective expertise and leadership play a crucial role in RRAI's success and impact within the community.



CHAIR EMERITUS:

Douglas D. Ferguson

- Former Director, Community Legal Services, Western University
- Small Claims Court Judge
- Barrister and Solicitor

CHAIR:

Greggory "Mac" Ross

 Assistant Professor, Kinesiology, Western University

VICE-CHAIR:

S. Michael Lynk

 Professor Emeritus, Faculty of Law, Western University

TREASURER:

Khamwatie "Petal" Savage

• Accounting Specialist

SECRETARY:

Nicole Barbetta

Court Monitor

BOARD MEMBERS:

- Rafet Sayegh: Business Owner/ BSc/MSc, Electrical Engineering
- Luisa Garcia: Documentation Editor
- Candice Morrish: Professor
- Sara Pineros: Professor
- **Prabh S. Gill:** Human Rights Activist
- Lama Abdullh: Student

EXECUTIVE DIRECTOR:

Hetham Karky

Each member brings a unique set of skills and perspectives, contributing to RRAI's strategic direction and ensuring our continued commitment to community, education, diversity, and justice. We are grateful for their leadership and unwavering support.



(10)

RRAI ADVISORY COMMITTEE

The RRAI Advisory Committee is a testament to our commitment to diversity and inclusion, comprising esteemed community facilitators from various ethnic and cultural backgrounds. This committee plays an instrumental role in bridging the gap between RRAI and the vibrant communities we serve, ensuring our initiatives are both relevant and accessible.

ADVISORY COMMITTEE MEMBERS:



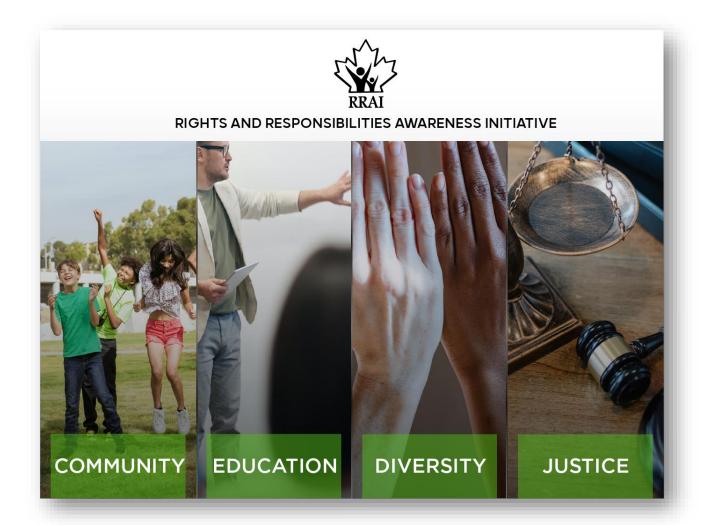
- Indigenous Community: Chesney Sickles-Jarvis
- Francophone Community: Manon Guillemette
- Latino Community: Luisa Garcia
- Black Community: Sofiat Ajibowu
- Indian Community: Yamini Parashar
- Asian Community: Mona Lei
- Middle Eastern Community: Omar Mohamed
- **LGTBQA Community:** Onyinye Enuoyibo

Each member is instrumental in promoting RRAI's activities within their communities, facilitating vital connections with local organizations, and ensuring that RRAI's offerings are tailored to meet the unique needs of each community. Their insights and feedback are invaluable in shaping our programs and enhancing the quality of our outreach efforts. We are immensely grateful for their dedication and contribution to RRAI's mission.



11

LOOKING AHEAD



Looking ahead, RRAI is poised for a year of significant growth and expanded impact. Our strategic goals and initiatives for 2024 are carefully designed to meet the evolving needs of our diverse community and to leverage the latest advancements in digital technology.

Expanding Digital Resources:

We plan to enhance our digital footprint by creating a more extensive library of online resources. This includes developing additional webinars, interactive tools, and downloadable content that cover a broader range of legal, financial, and cultural topics. Our aim is to make these resources more accessible and user-friendly, ensuring that community members can easily find and utilize the information they need. To view our website, please visit: www.rrlondon.ca.



Translations to Serve the Francophone Community:

Recognizing the linguistic diversity within our community, a key focus will be on expanding our offerings to include resources in French. This initiative is particularly aimed at better serving the Francophone community, ensuring that language is not a barrier to accessing valuable information and services. We will work on translating existing resources and creating new bilingual content to cater to both English and French-speaking community members.

Enhanced Community Engagement:

Building on the success of our in-person sessions, we plan to increase community engagement through a series of targeted outreach programs. These programs will aim to connect more directly with various community groups, offering tailored sessions and resources that meet their specific needs and interests.

Collaborative Partnerships:

We will continue to strengthen and expand our partnerships with local organizations, businesses, and educational institutions. These collaborations are vital in broadening our reach and impact, allowing us to bring more comprehensive and diverse resources to the community.

Innovation In Service Delivery:

Innovation will be at the heart of our service delivery model. We will explore new technologies and platforms to make our resources more interactive and engaging. This includes leveraging social media, mobile apps, and virtual reality to create immersive learning experiences.

Feedback And Continuous Improvement:

We remain committed to listening to our community and adapting our programs based on their feedback. Continuous improvement will be a key theme, ensuring that our initiatives remain relevant, effective, and aligned with the community's needs.

As we move forward, these goals and initiatives will guide our efforts to empower individuals with knowledge and skills, fostering a more informed, just, and inclusive society. We are excited about the possibilities the next year holds and look forward to making a lasting positive impact in our community.



12

SUPPORT RRAI

The Rights and Responsibilities Awareness Initiative (RRAI) thrives on the generous contributions from individuals and businesses who share our vision of a community well-versed in their legal, financial, and cultural matters. As a registered charitable organization, every donation we receive, whether financial or in-kind, significantly propels our mission forward.



CHARITY REGISTRATION NUMBER: 724956479 RR 0001

Business and Corporate Support

Businesses and corporations have a unique opportunity to make a meaningful impact through their support of RRAI. For more information on how your organization can contribute to our initiatives, please reach out to:

Hetham Karky, Executive Director Phone: 226-700-7632

Your partnership can help us extend our reach and deepen our impact, fostering a more informed and empowered community.

Donate Online

For those wishing to make a personal contribution, we offer a secure and convenient online donation option. Visit our website at www.rrlondon.ca to donate with your credit card. Upon making a donation, you will instantly receive a charitable receipt via email, facilitating both one-time and monthly donations.

Your support is invaluable to us, and we are deeply grateful for any contribution that aids us in achieving our goals. Together, we can continue to make a significant difference in the lives of those we serve.

