

# ANNUAL REPORT

## 2015-2016 MULTICULTURAL COUNCIL OF WINDSOR AND ESSEX COUNTY



*Northern Lights*  
Harmony Award Winner  
Dr. John Strasser  
Champion Award Winner  
Mr. Mario Collavino

© Investing  
in People  
MULTICULTURAL COUNCIL  
OF WINDSOR AND ESSEX COUNTY

## MESSAGE FROM OUR PRESIDENT AND EXECUTIVE DIRECTOR

The Multicultural Council has been welcoming newcomers to our community for over 40 years and this past year has been no exception. It has been amazing to witness our community, the residents of Windsor and Essex County, embrace and welcome over 600 Government Assisted Syrian Refugees within such an incredibly short time frame. The outpouring of support and assistance to these newcomers has been remarkable. Even before the government announcement, the MCC had already connected with our community partners across all sectors to start preparation for the arrival of the refugees. The planning continued with the City of Windsor working with us to host a community meeting. Sector tables were established in the areas of health, education, welcoming, and settlement, to help integrate the lives of these refugees into our community. We were all proud to be a part of this Canadian historical moment.

Special thanks go to each of the following groups:

- To all of our volunteers who give their time generously, putting in countless hours throughout the year, we appreciate and value the endless commitment.
- To our Carrousel Village Chairs, our Project Managers and a special thanks to our Co- Chairs – Pat and Cameron, what an outstanding group of volunteers. Because of your efforts the Carrousel of the Nations continues to be one of the top rated festivals in Canada, now 40 years strong. Congratulations!!!
- To a dedicated, skilled, and caring staff, especially our managers; Marcela, Teodora, Christine, and Camila.
- To our Board members, for your leadership, guidance, stewardship, and dedication.
- To our Community Partners, for the different perspectives that you bring to the table, working side by side on projects providing a greater impact on our collaborations together.

We truly want to honor the contributions that everyone has made to the Multicultural Council. We could not run all the programs, training, community events, awareness campaigns, and services without the time, skills, and talents of all the volunteers, sponsors, donors and community partners.

There are no words that can truly express our sincere appreciation.

**Thank you! Thank you! Thank you!**



**KATHLEEN THOMAS  
EXECUTIVE DIRECTOR**



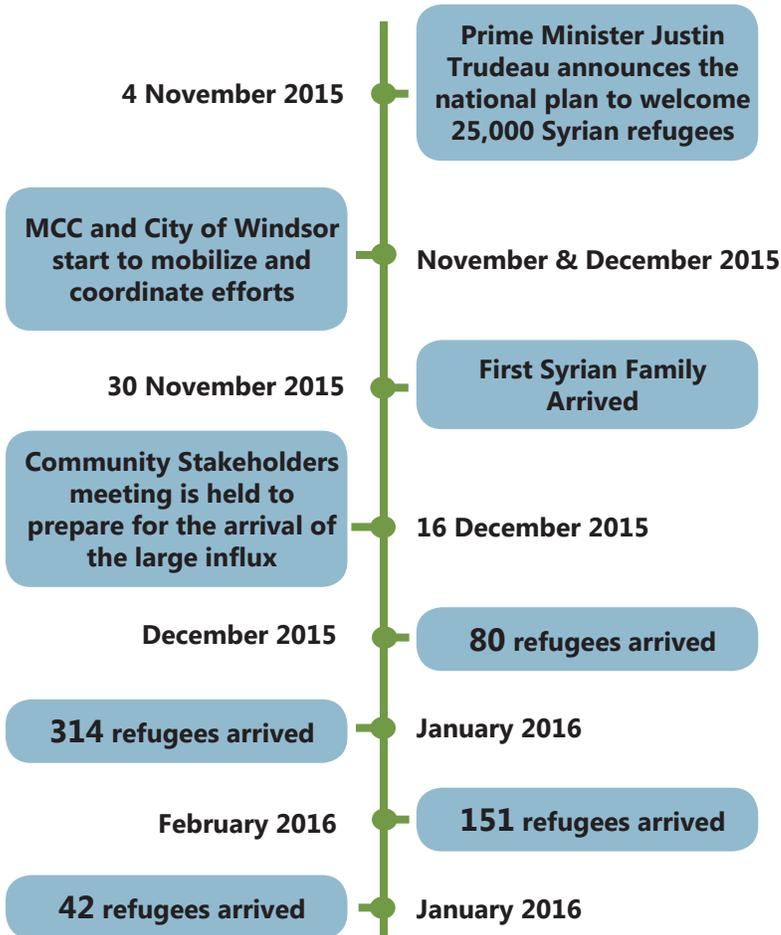
**DAVID AMYOT  
PRESIDENT**

# OUR WORK

## THE SYRIAN INFLUX

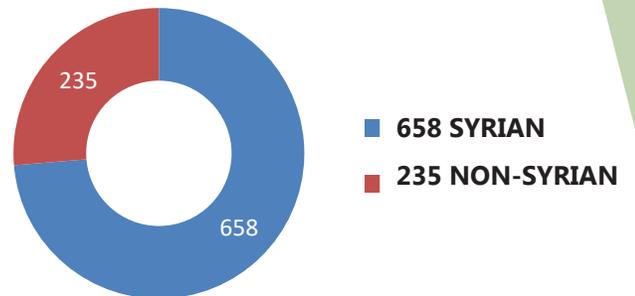
Number of Syrians arriving to Windsor

4 November 2015 - 31 March 2016



NUMBER OF SERVICES PROVIDED	43,623
NUMBER OF CLIENTS SERVED	8,330
NUMBER OF WORKSHOPS/ SESSIONS HELD	458
NUMBER OF WORKSHOP ATTENDEES	9,066
NUMBER OF REFERRALS	1,649
NUMBER OF TRANSLATION/ INTERPRETATION SERVICES	3,266

GOVERNMENT ASSISTED REFUGEES ARRIVALS APR. 2015 - MAR. 2016



## OUR STAFF REFLECTS THE DIVERSE LANGUAGES IN OUR COMMUNITY



## THIS YEAR WE HAD

**13,492**  
PHONE SERVICES

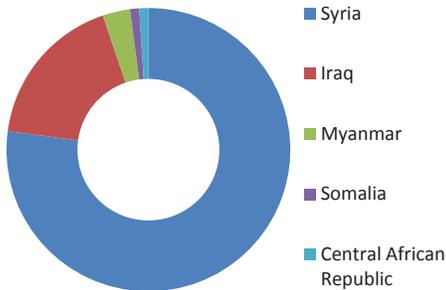
**8,101**  
WALK INS

AT OUR OFFICES

# SETTLEMENT SERVICES

## Windsor Resettlement Assistance Program (WRAP)

provides immediate and essential services to Government Assisted Refugees (GARs) destined to Windsor, during their first 4 – 6 weeks in Canada.



Services include airport reception, temporary accommodation, financial and non-financial orientation sessions, assistance in finding and moving into permanent housing, linkage to mandatory federal and provincial programs, referrals based on identified needs for services in the community, and life skills training. The WRAP Program is funded by Immigration, Refugees and Citizenship Canada (IRCC), Fundraising and Donations.



**Our WRAP team provided over 26,000 services last year**

## Client Support Services Program (CSS)

is an Ontario wide initiative that follows delivery of the The Windsor Resettlement Assistance Program (WRAP) for up to 12 months. CSS has three components: case management services, community capacity building and a coordinated approach to assist with client settlement along with a better understanding of Canadian society.

**Client Support Services provided 4,920 services to 652 clients**

Case Managers provide mobile and flexible support to assisting clients to transition into their new community in the first year of arrival. Helping to strengthen partnerships and engage the broader community results in a larger network and allows for better and more accessible services. The CSS Program is funded by Immigration, Refugees and Citizenship Canada (IRCC), Fundraising and Donations.

## Language Orientation & Welcoming (LOW) Program

offers Literacy (basic) through to Level 7 (advanced) English classes to newcomers. Childcare is provided for children 6 months to 5 years.



Orientation services at the MCC offers one-on-one settlement and integration assistance to eligible clients. It also offers specialized group workshops designed to enhance knowledge and provide vital information about the settlement process. The LOW Program is funded by Immigration, Refugees and Citizenship Canada (IRCC), Fundraising and Donations.

**Over 200 volunteers have supported us in delivering our programs, services and events.**



# SETTLEMENT SERVICES



Since early 2016 the MCC has been involved in **Orientation to Ontario (O2O)**. This is a bilingual pilot project designed to ease the transition of newcomers. O2O provides access to standardized information about settling in Ontario and connecting newcomers to community services shortly after arrival. These include healthcare, education, housing and working in Canada. Co-funded by Immigration, Refugees and Citizenship Canada (IRCC) and the Ministry of Citizenship, Immigration and International Trade, Fundraising and Donations.

**The Newcomer Settlement Program (NSP)** has broad client eligibility and complements federally-funded settlement services not available to newcomers who are naturalized citizens, refugee claimants, convention refugees, international students, temporary foreign workers and approved Ontario provincial nominees. In Windsor, NSP services are delivered in partnership with YMCAWO and WEST – with the MCC being the lead agency. Funded by the Ministry of Citizenship, Immigration and International Trade, Fundraising and Donations.

**The Pre-Employment Program (PEP)** assists Government Assisted Refugees (GARs) and Privately Sponsored Refugees (PSRs) by increasing their knowledge and awareness of the Canadian job market. Through one-on-one services and group sessions, the PEP works with our clients to achieve their employment goals. Further, the program also works with employers, HR staff and stakeholders so that they learn about the specific needs of newcomers and refugees along with the challenges they face in joining the Canadian workforce. Funded by the Ministry of Citizenship, Immigration and International Trade, Fundraising and Donations.



**The Windsor Initiative for Senior Engagement (WISE) Program** began September 2015. This program brought seniors together with a variety of guest facilitators, from the joy of a laughter coach to the creativity of an art instructor. Each member of WISE experiences an imaginative, entertaining and social connection. This program is funded by the Province of Ontario's Seniors Community Grant 2016, Fundraising and Donations.



## OUR STAFF HAS MANY ORIGINS AND OUR OWN STORIES TO TELL



# YOUTH SERVICES

**The After School Program (ASP)** officially began on September 8, 2015. Lively conversations and laughter accompany the youth as they diligently complete their assignments. After completion of homework, youth are involved in structured activities that include English literacy, math, science, arts and crafts along with computer literacy. Funded by United Way Centaide Windsor Essex County, Fundraising and Donations.



**1,906**  
**youth**  
**attended after**  
**school**  
**programs at**  
**the MCC**



**The Newcomer Youth program** provides after-school activities and support. This initiative is for newcomers ages 14-24, including our homework club and provides important social interaction. This initiative gives an opportunity to share experiences, have a safe social space and receive homework assistance from our dedicated staff and valuable volunteers.



# HEALTH SERVICES

**Nurse Practitioner Clinic** provides healthcare for newcomers to Canada who do not have a family doctor. The MCC's nurse practitioner oversees a health clinic within the MCC building located at 245 Janette.

**Our**  
**Nurse Practitioner**  
**provided**  
**more than**  
**3000 services**  
**to over**  
**1000 clients**

The Nurse Practitioner works in collaboration with multiple health service providers creating a holistic approach to healthcare. Funded by the Ministry of Health and Long-Term Care, Fundraising and Donations.

**Health Access Day** is an annual event coordinated by the MCC and supported by the Community Partners for Multicultural Health (CPMH).



The event promotes good physical and mental health, along with improved access to local health services. This is a key event promoting health access for all newcomers to Canada.

**Neighbours, Friends and Families Immigrant & Refugee Communities (NFF IRC)** this campaign helps diverse communities identify the signs of abused women, and equips those closest to them with the skills to intervene effectively. Violence against women has been identified as detrimental to health and, as such, is a preventable health risk in all cultures. The MCC started this campaign in May 2014 and has recruited community champions as peer educators to teach and raise awareness in their communities. Participants learn to recognize the warning signs of abuse and how to support women and families who are impacted. Funded by the Ministry of Ontario - Ontario Women's Directorate, Fundraising and Donations.

# COMMUNITY SERVICES

## Public Education Program

offers customized diversity and anti-racism training in the community to the not-for-profit, public and private sectors. Following an in-depth needs assessment, each workshop is tailored to the individual needs of the client organization. Organizations who want to become more culturally competent and to learn how to serve and reflect our diverse community greatly benefit from this program.

## Community Engagement

service provides support to individuals and groups who are getting ready to privately sponsor refugees, or already have done so. It also assists in the engagement of the different sectors of our community in the settlement and integration of government assisted or privately sponsored refugees. Through individual and group sessions this initiative works towards making Windsor Essex even more welcoming.



## Violence Against Women Prevention (VAWP)

### Interpreting Services

The Multicultural Council of Windsor and Essex County is the only organization in Windsor and Essex County funded by the Ministry of Citizenship and Immigration to provide free interpretation for service providers working with victims of domestic violence, sexual violence, human trafficking and deaf victims.

## The Language services

(LS) department provides interpretation and translation services for clients in Windsor, Essex County and Chatham-Kent. The MCC partners with a broad spectrum of service providers such as police, crisis services, legal, health care, businesses, community and social sectors.

**3,358**  
translation and  
interpretation  
services  
provided

LS has professional interpreters in over 45 languages offering services such as face-to-face and telephone interpretation, video conferencing and message relays. We provide professional and confidential linguistic translation for the private and public sector, managing the requirements of each client. We offer the Language Interpreter Certificate Program in partnership with St. Clair College to become an interpreter for the business, health and human service sectors.

## Community Outreach

**Program** offers increased awareness of MCC services in Windsor and Essex County. This program provides a connection to other agencies and private sector businesses to form ongoing partnerships. By participating in different events, sharing our programs, services information and spreading the word about the great work MCC does, the Community Outreach Program works towards attracting more clients and partners into our organization.

## Just One Of Our Success Stories

A single Syrian male client with a physical disability and multiple chronic conditions arrived alone to Windsor in June 2015 from Jordan, with only MCC to assist him during the initial stages of settlement. On arrival, he received assistance from Resettlement Assistance Program and a Client Support Services Case Manager. At the initial assessment he disclosed he'd left behind a brother and other family who had been responsible for assisting him. After explaining the extent of help he'd previously had, it was clear that without support he'd struggle. He asked MCC's assistance in reuniting him with his family and bringing them to Canada. A request was sent to UNHCR for consideration.



During this process he was emotional, depressed but remained optimistic and hopeful. After months of uncertainty an update was received; his brother would be allowed to come. The family was reunited in February 2016. They were welcomed at Windsor airport by MCC staff accompanied by the client. There were tears of joy and laughter. Our client and his family expressed tremendous gratitude to the MCC's staff and the Government of Canada for their efforts. The English words he knew, he said countless times "Thank you, thank you, thank you MCC..."

# MCC STAFF



## FUNDERS, MAJOR DONORS AND CONTRIBUTORS

Immigration, Refugees and Citizenship Canada  
Service Canada  
Canadian Heritage-Building Cultures through Art and Heritage (BCAH)  
Ministry of Citizenship, Immigration & International Trade  
Ministry of Tourism  
Ministry of Health Long-Term Care  
Ontario Women's Directorate  
Ontario Tourism Marketing Partnership Corporation

Ontario Seniors Secretariat  
Ontario Trillium Foundation  
COSTI  
United Way/Centraide Windsor-Essex County  
Rotary Club 1918  
Post Media Network Foundation  
Ontario Cultural Attraction Fund  
Donations, In Kind Donations, Fee for Service and Fundraising

## MCC BOARD OF DIRECTORS

David M. Amyot - President  
Cal Little - 1st Vice President  
Pat Reid Crichton - 2nd Vice President  
Stephanie Cadden - Secretary  
Alex Constantin - Past President  
Munawwar Ali

David Cantagallo  
Enrique Chacon  
Dan Fantetti  
Aruna S. Koushik  
Diane Lulic

## SPECIAL EVENTS - SAVE THE DATE

**2nd Weekend In June  
Carrousel by the River**

**3rd & 4th  
Weekends In June  
Carrousel Around the  
City**

Carrousel of the Nations -  
the **oldest** running ethnic  
festival in Ontario



Voted in **TOP 100 Festivals**  
by Festivals & Events Ontario-  
FEO for 9 consecutive years

**APRIL 20, 2017**

**HERB GRAY  
GALA**