

# 2016-2017 Annual Report



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# Message from the President and Executive Director

As innovators and leaders in community development, the Multicultural Council of Windsor and Essex County is proud to recognize those who engaged with us this past year.

Representatives of all levels of government and from community agencies across the region joined the Multicultural Council in welcoming an unprecedented number of newcomers to Windsor and Essex County.

Newcomers from around the globe were welcomed to our region, and continue to be supported during their resettlement. Dedicated Multicultural Council partners and staff created a truly accepting community, supporting diversity and cultural exchange. Together, we developed and delivered dynamic programming that promoted family health, safety, and education, while providing personal support to families as they resettle and integrate here in Canada.

The Multicultural Council of Windsor and Essex County would like to take the opportunity to acknowledge the efforts of our valued partners;

- The volunteers of the Multicultural Council, who gave selflessly of their time and energy.

Your support has been integral to our success, and we thank you sincerely.

- Our Carrousel Village Chairs, Co-Chairs, Project Managers, and volunteers. Your tireless efforts in producing Carrousel of the Nations ensure surpassing success, and have made it one of the top-rated festivals in Canada.
- Our devoted, knowledgeable, and selfless staff, especially our management team for their dedication in ensuring that the programs and services are provided in a timely manner.
- Our Board Members, for your patience, wisdom, leadership, and commitment to our mission and vision.
- Our community partners for ensuring a truly diverse, multidisciplinary, and varied approach to client service and program management.

It is our pleasure to recognize those who supported and contributed to the many successful programs of the Multicultural Council. Our information, training, community, promotion, and social events rely strongly on the kindness and generosity of our partners.

We are honored and humbled to extend our sincerest thanks.

## MISSION

To create a welcoming community for all through education, community engagement, and the promotion of diversity and equality.

## VISION

The Multicultural Council of Windsor and Essex County is an innovative leader facilitating the development of an inclusive and welcoming community.



**KATHLEEN THOMAS**  
EXECUTIVE DIRECTOR



**PATRICIA REID CRICHTON**  
PRESIDENT

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# 2016-17 PROGRAM Statistics

28,816

NUMBER OF SERVICES PROVIDED

5,664

NUMBER OF CLIENTS SERVED



724

NUMBER OF WORKSHOPS/SESSIONS HELD



4,952

NUMBER OF REFERRALS

4,952

NUMBER OF TRANSLATION INTERPRETATION SERVICES

19,321

NUMBER OF WORKSHOP ATTENDEES

OVER  
185,000  
VISITS TO OUR  
WEB SITE

7,583

PHONE  
INQUIRES



48+

INTERNSHIPS PROVIDED

7,390

OFFICE  
WALK-INS

600+

PEOPLE ATTENDED  
HERB GRAY GALA



3,600+

VOLUNTEERS  
RECRUITED

125,000+

VOLUNTEER  
HOURS

260,000+

PEOPLE ATTENDEED  
CARROUSEL OF THE  
NATIONS



771

INDIVIDUALS  
RECEIVED  
DIVERSITY TRAINING

**THE HARMONY RIBBON**

A SYMBOL  
OF MUTUAL  
RESPECT  
AND  
UNDERSTANDING



## The Language Orientation & Welcoming (LOW)



Program offers Canadian Language Benchmark (CLB) language training from Literacy through Level 8 English for eligible newcomers, along with CNC child care supports for their children aged 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 information sessions and workshops designed to enhance knowledge and provide vital information about the settlement process. Community Connections programming includes specialized activities and events for all eligible newcomers from school age children to adults to seniors with targeted programming for newcomer youth and women, helping them connect with the surrounding community in areas of education, employment, leadership and social interaction. The LOW Program is funded by Immigration, Refugees and Citizenship Canada (IRCC), fundraising and donations.

## The Client Support Services Program (CSS)

is an Ontario wide initiative aimed at enhancing the delivery of the Windsor Resettlement Assistance Program (WRAP). The program provides 12 to 18 months of intensive case management services, based on level of need, to Government Assisted Refugee (GAR) clients as they settle and better understand Canadian society. CSS has three program components: case management services, community capacity building and a coordinated approach. The CSS Program is funded by Immigration, Refugees and Citizenship Canada (IRCC), fundraising and donations.



**CSS & WRAP**  
staff provided  
**21,305**  
services to  
**2761**  
clients

## The 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.

Resettlement Assistance services include airport reception; provision of temporary accommodation; provision of orientation sessions on financial and non-financial information so that GARs can acquire information to improve their initial settlement in the community; assistance in finding permanent accommodation and facilitating information provision so that the move is successful; linkage to mandatory federal and provincial programs so that GARs apply and gain familiarity of these programs; referrals, based on identified needs, to services in the community; provision of life skills so that GARs may live safely in the community.

The WRAP Program is funded by Immigration, Refugees and Citizenship Canada (IRCC).

Since early 2016 the Multicultural Council of Windsor and Essex County (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 their arrival. These include healthcare, education, housing and working in Canada. Funded by Immigration, Refugees and Citizenship Canada (IRCC).



# Settlement Services

## The Newcomer Settlement Program (NSP)

is funded by the Ministry of Citizenship, Immigration and International Trade with broad client eligibility criteria. It complements federally-funded settlement services which are not available to newcomers who are Naturalized Canadian 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 - MCC being the lead agency.



**128**  
workshops  
provided to **894**  
clients in  
Pre-Employment  
program



## 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. Such activities included computer training sessions, interview preparation workshops and industry specific information sessions. 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.

Through funding, **the Canadian Red Cross** assisted the Multicultural Council of Windsor and Essex County (MCC) to provide additional assistance for the purpose of enhancing awareness of, and access to, community resources and services that assisted vulnerable Syrian Government Assisted Refugee (GAR) clients in their settlement and integration. The contribution also helped to ensure that communities in Windsor and Essex County are better prepared to respond and assist with refugee specific needs. Volunteer recruitment also played a big part in providing needed assistance at group activities, along with further support through interpretation, translation and transportation funding.

**45** STUDENTS placed with  
the MCC



## After School Program (ASP)

The After School Program is a program with structured activities that include English literacy, math, science, arts, crafts and computer literacy for youth between the ages of 7-13. Funded by the United Way/ Centraide Windsor-Essex County.

**2709 participants attended  
After School Program**



## The Newcomer Youth Program

It provides after-school activities and support to newcomer youth ages 14- 24.

This program offers a safe social space to newcomer youth, encouraging them to share their experiences, meet new friends, learn about Canadian customs and culture, and receive homework assistance from our dedicated staff and volunteers.

The newcomer youth also have an opportunity to join the Interact Club, a leadership group for youth ages 12-18, a partnership between the MCC and the Rotary Club of Windsor (1918). Funded by Immigration, Refugees and Citizenship Canada (IRCC).

## Neighbours, Friends and Families Immigrant and Refugee Communities Campaign

Violence against women has been identified as detrimental to health and as such is a preventable health risk in all cultures.

The Multicultural Council of Windsor & Essex County has been involved in this campaign since 2014 and has recruited community champions as peer educators to raise awareness in their respective communities. This allows participants to learn and recognize the warning signs of abuse and how to support women and families that are impacted. Funded by Ontario Women's Directorate.

Any client of the Multicultural Council who does not have a family doctor is allowed to see the **Nurse Practitioner**.

The service is free and you do not even have to have an Ontario health card. The Nurse Practitioner can see clients of all ages and both genders. Funded by the Ministry of Health Long-Term Care.

**Nurse  
Practitioner  
provided  
2943  
services**



# Community Services



**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. Funded by the Ministry of Citizenship, Immigration and International Trade

**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.

**Training and Consulting** services offer 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 better serve and reflect our diverse community greatly benefit from this program.



**8491**  
Hours of  
Interpretation  
**2197**  
Pages Translated

## Language Interpretation Services

The Multicultural Council of Windsor and Essex County is the only organization in Windsor and Essex County funded by the Ministry of Citizenship, Immigration and International Trade to provide free interpretation for service providers working with victims of domestic violence, sexual violence, human trafficking and deaf victims. LIS has professional interpreters in over 50 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.

**771** participants received diversity, cultural competence and anti-racism training

**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. Funded by Immigration, Refugees and Citizenship Canada (IRCC).



# MCC Staff



## FUNDERS, MAJOR DONORS AND CONTRIBUTORS

Immigration, Refugees and Citizenship Canada  
 Service Canada  
 Ministry of Citizenship, Immigration and International Trade  
 Ministry of Government Services  
 Ministry of Health Long-Term Care  
 Ontario Women's Directorate

St. Clair College  
 Windsor Essex Community Foundation  
 COSTI  
 United Way/Centraide Windsor-Essex County  
 Canadian Red Cross  
 Donations, In Kind Donations, Fee for Service and Fundraising

## MCC BOARD OF DIRECTORS

Patricia Reid Crichton - President  
 David Cantagallo - Vice President  
 Aruna S. Koushik - Vice President  
 Stephanie Cadden - Secretary  
 David M. Amyot - Past President

Munawwar Ali  
 Alex Constantin  
 Allison Johnson  
 Betty Lee-Daigle  
 Monica Mihalceanu

## SPECIAL EVENTS-SAVE THE DATE

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



Voted in **TOP 100 Festivals**  
 by Festivals & Events Ontario-FEO for **10** consecutive years

**CARROUSEL OF THE NATIONS**

**JUNE 15-17, 2018**  
**JUNE 22-24, 2018**

**HERB GRAY GALA**

**MAY 3, 2018**