



# ANNUAL REPORT

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## 2018-2019

# 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.

## MESSAGE FROM THE EXECUTIVE DIRECTOR AND PRESIDENT

**2019** Marked the 46th year of the Multicultural Council of Windsor and Essex County's commitment to our community. We remain proud of our role in Windsor-Essex, and are excited by both what we have done, and what we have planned.

In the past 12 months, the MCC has enhanced our engagement with community leaders, corporate partners, and local organizations to make our MCC Settlement Services, MCC Language and Skills Training, and MCC Welcoming Community Programming as dynamic and effective as possible. We have also delivered the successful employment-based initiatives CHANCE and Build Up, and developed and delivered our own MCC Work Ready program, all in an effort to make the Canadian job market more accessible.

At the Multicultural Council we place an emphasis on creating a welcoming community, and include this goal as our organization's mission. This year we were able to reach into the community and truly establish growth in the city and county. Our organization provided cultural competency training to community partners in the fields of education, production, health care, public service, fostering an awareness of our community and our residents, and building a foundation of understanding. 2019 Saw additional programming featuring the Harmony Ribbon as a reminder of the importance of inclusiveness. Both our Harmony Action Day and #Multiday activities brought together multiple cultures, ethnicities, and faiths to celebrate the diversity of our region.

The MCC-organized Health Access Day provides connections to important services, and we were once again able to invite newcomers to experience the one-stop health fair. In 2019 over 1100 guests met face-to-face with 50 service providers to discuss personal and family health and wellness concerns. The Herb Gray Harmony Gala once again gave us the opportunity to recognize those in our community who embrace diversity, and to publicly thank them for their efforts. This year, our beautiful Grecian gala allowed us to honour the Tepperman Family with the Harmony Award,

the late Dr. Gordon Jasey with the Champion Award, and Charles Kayumbi & Marceline Kilongo with the Inspire Award.

Carrousel of the Nations, our signature event, enjoyed its 44th year, encouraging attendees and villages to Celebrate Culture and Treasure Tradition. Carrousel 2019 featured 20 ethnic villages, including the Leamington Caldwell First Nation, Lebanese, Italian, and Mexican communities for the first #carrouselonthe42 celebration.

To our 2018-2019 sponsors, partners, funders, and donors we offer grateful thanks for supporting of our efforts in creating a community that instills both ambition and pride. Your commitment to the MCC is reflected in our many success stories and in the generations of families that have made this area home.

To our 2018-2019 Board of Directors, we recognize that you served flawlessly, overseeing development and growth, and providing guidance and strategy to ensure the direction of the MCC and our programs. Thank you for the privilege of your support and leadership.

To each and every volunteer who assisted us in 2018-2019—please know that we appreciate and recognize your dedication to our clients and our programs. We are overwhelmed by your generosity and your spirit.

Finally, to our tireless MCC Staff – Thank you for your drive, your passion, and your commitment to turning strangers into clients into neighbours into a community.

It is our honour to serve as the Executive Director and President of such an extraordinary, diverse, capable, and devoted organization, committed to building a welcoming community for all.



**KATHLEEN THOMAS**  
EXECUTIVE DIRECTOR



**PAT REID CRICHTON**  
PRESIDENT

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# MCC HISTORY

- 1973 Multicultural Council of Windsor and Essex County founded.
- 1976 1st Carrousel of the Nations held at the Cleary
- 1980 Newcomer Settlement Program started
- 1993 East End location opened for Language Classes and Settlement Services  
Cultural Competence training began.
- 1995 Harmony Ribbon created.
- 1996 After School Program started.
- 1998 1st Youth initiative began through HOST/Youth Leadership program  
Government of Ontario Award for Outstanding Achievement in Human Rights
- 2001 Windsor Resettlement Assistance Program started.
- 2002 First Herb Gray Harmony Gala.
- 2003 Nurse Practitioner Clinic started.
- 2005 Client Support Services Program started.
- 2008 The MCC presented with The Attorney General's Victim Service Award of Distinction
- 2013 MCC hosted Passport to the World in honour of the International Children's Games.
- 2016 Carrousel of the Nations received Ontario's Choice Award for Top Festival Attraction in Ontario .
- 2017 Carrousel of the Nations named the Best Local Festival-Food and Drink by TWEPI.
- 2018 Carrousel of the Nations named Ontario's Top 100 festivals by Festivals and Events Ontario for the 11th consecutive year.
- 2018 45th anniversary of the MCC.  
Inspire Award launched.

## Multicultural Council of Windsor & Essex County



**First MCC Board of Directors & Steering Committee**  
 Seated L to R: Carol Aziz (ex-officio), Carol Hosowich, Mike Meleg, Madelaine Harden, Ana Besna, Anne Thier  
 Standing L to R: Shaun Ganley, M. Dhar, Bill Banfield, Nick Penzare, Dr. Walter Temelini, Dr. Rudolph Helling, Nejat Gorica, Ian Pecurar, John Fisher, Toivo Lain, Emmanuel Vichos, K.C. George, John Miloyevich, John Kominar, Leroy Eid, Joe Miacak, Joseph Pokrzywa.  
 Absent: Dimitrios Smocovitis

## HARMONY RIBBON



The Harmony Ribbon is worn as a visible symbol of the mutual respect and understanding that we have for one another, and a sign of our desire to live in a community that is free from racism and discrimination



# MCC RESETTLEMENT SERVICES

**WINDSOR RESETTLEMENT ASSISTANCE PROGRAM (WRAP)** provides immediate and essential services to Government Assisted Refugees during their first few weeks in Canada. This includes: airport reception, temporary accommodations, orientation sessions, assistance in finding a permanent home, assistance with school enrolment, referrals to services in the community, and essential and elective life skills training.

**CLIENT SUPPORT SERVICES PROGRAM (CSS)** is a nation-wide program which provides an additional 12 to 18 months of personalized case management services to Government Assisted Refugee clients, easing the transitions to new communities and new homes.

**COMMUNITY ENGAGEMENT & ORIENTATION PROGRAM** provides information, coordination, and support to individuals and groups interested in privately sponsoring refugee families and individuals.

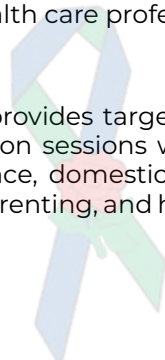
**ORIENTATION TO ONTARIO (O2O)** provides an introduction to essential information about resettling in Ontario and connecting to community services. The program offers timely, consistent material and well-trained, experienced facilitators.

**NEWCOMER SETTLEMENT PROGRAM (NSP)** provides referral and information services to newcomers who are Naturalized Canadian Citizens, Refugee Claimants, Convention Refugees, International Students, Landed Immigrants, and Temporary Foreign Workers.

**NURSE PRACTITIONER HEALTH CLINIC** provides care to any client of the Multicultural Council who does not have a family doctor. The service is free and does not require an Ontario Health Card. Services include:

- Prescription of medication
- Monitoring of chronic conditions
- Physical check-ups and annual exams
- Diagnosis and treatment of common illnesses
- Referrals to other health care professionals

**FAMILY WELLNESS PROGRAM** provides targeted community outreach and information sessions with topics such as gender based violence, domestic abuse, shelters and services, positive parenting, and healthy lifestyles.



# MCC LANGUAGE AND SKILLS TRAINING



**LANGUAGE TRAINING PROGRAM** provides clients with seven levels of English language training covering 4 areas: listening, speaking, reading, and writing. The classes are free of charge to those with Permanent Resident status, Landed Immigrants, and Convention Refugees. Upon graduation from Level 7, students will have the language skills to fully engage in the community.

**LANGUAGE AND INTERPRETATION SERVICES** provides professional interpreters in over 50 languages with professional and confidential linguistic translation services for the private and public sectors.



**EMPLOYMENT SUCCESS!**

<b>BEFORE ENROLMENT IN OUR PROGRAM</b>	<b>7%</b>
Participants who had an interview with a Canadian employer	
<b>AFTER COMPLETION OF OUR PROGRAM</b>	<b>97%</b>
Participants who had an interview with a Canadian employer	
Participants who are currently working full time	<b>97%</b>

**THE MCC EMPLOYMENT PROGRAM** provides dedicated job-based services, which included two successful and dynamic programs; CHANCE and Build Up. CHANCE was a job-market entry program offering job matching, training, and placements to eligible newcomers in the community. Build Up emphasized specific language, safety, and skills training in four industries; construction, agriculture, manufacturing, and warehousing. Participants were also eligible for paid placements within their identified fields. Both programs were seen as innovative means to facilitate entry into the Canadian job market, and represented hands-on approaches to assisting individuals in achieving their career goals. Also offered is MCC Work Ready, a mentoring program which matches clients with volunteer mentors to provide guidance, support, and insight on the Canadian work environment.



**LUNCH & LEARN** provides an informal way for newcomers to practice English conversation skills, meet new friends, share ideas, and develop the language and cultural understanding needed for successful integration into Canadian society.



# MCC WELCOMING COMMUNITY

**MCC AFTER SCHOOL PROGRAM** is available for youth ages 7-12. After completion of their homework, youth are involved in structured activities that include English literacy, math, science, arts & crafts, and lots of fun.

**MCC NEWCOMER YOUTH AND CHILDREN GROUPS** are available to both newcomer and Canadian youth. Activities vary from daily academic support to resume writing, leadership development, and interview practice.

**MCC WOMEN'S ARTS AND CRAFTS GROUP** focuses on skill development, socialization, and language training through arts and crafts sessions as well as community field trips.

**MCC SENIORS' GROUP** meets every Friday for an hour-long conversation circle session, where they make friends and learn about each other, Canadian culture, and so much more.

**MCC CONNECT** is a matching program connecting newcomers with others in their community, establishing social and professional networks, and creating relationships here in Canada.

**MCC COMMUNITY OUTREACH PROGRAM** is the face of the MCC in the community, sharing our programs and service information. The Community Outreach Program works to attract clients and partners, and promotes multiculturalism, diversity, and harmony.

**MCC CULTURAL COMPETENCY TRAINING** offers customized diversity and anti-racism training for organizations and businesses wanting to become more culturally competent and learn how to better serve and reflect our diverse community.

**MCC VOLUNTEER PROGRAM** engages community members who are passionate about giving selflessly of their time, expertise, and experience. Our volunteers, placement students, and interns serve roles in administration, event support, program assistance, childminding, and with our matching programs.

**MCC CARROUSEL OF THE NATIONS** celebrates the diversity of our city and county by showcasing our residents' cultures. Having just celebrated its 43rd year, Carrousel has become more than just a festival – it has become a Windsor-Essex tradition. By sharing their traditions, villages promote multiculturalism and harmony – helping to make our community a welcoming one.



# MCC PROGRAM STATISTICS 2018-2019

**78,266**

NUMBER OF SERVICES PROVIDED

**969**

NUMBER OF WORKSHOPS AND SESSIONS HELD

**5,218**

NUMBER OF CLIENTS SERVED

**20,056**

NUMBER OF WORKSHOP ATTENDEES

**4,912**

NUMBER OF TRANSLATION AND INTERPRETATION SERVICES PROVIDED

**800+**

INDIVIDUALS RECEIVED DIVERSITY TRAINING

**260,000+**

PEOPLE ATTENDED CARROUSEL OF THE NATIONS

**600+**

PEOPLE ATTENDEED HERB GRAY GALA

**3,111**

NUMBER OF SERVICES PROVIDED BY THE MCC NURSE PRACTITIONER

**247**

VOLUNTEERS RECRUITED



# MCC FUNDERS



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



Canadian  
Heritage

Patrimoine  
canadien



Service  
Canada

WindsorEssex  
Community  
Foundation



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Windsor Regional Hospital

## MCC BOARD OF DIRECTORS 2018-2019

PATRICIA REID CRICHTON - PRESIDENT

ARUNA S. KOUSHIK - VICE PRESIDENT

MONICA MIHALCEANU - VICE PRESIDENT

ALLISON JOHNSON - SECRETARY

BERNARD CLINT CADDEN

BETTY LEE DAIGLE

JILLIAN AUTHIER CIOTOLI

KIMBERLY KING

NATASHA FEHALI

STACEY OTTLEY

# SAVE THE DATE 2020

HERB GRAY  
HARMONY AWARDS GALA

MAY 7

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CARROUSEL OF THE NATIONS

June 19-21, 26-28

