



**MULTICULTURAL COUNCIL**  
OF WINDSOR AND ESSEX COUNTY  
**Investing in People**



# ANNUAL REPORT

## 2019-2020

Multicultural Council of Windsor and Essex County

# MISSION

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

# VISION

To be an innovative leader facilitating the development of an inclusive and welcoming community.

# GREETINGS

## FROM OUR EXECUTIVE DIRECTOR

**M**uch has been said and written about the challenges of the past six months. I am proud to report that even as local and national programs ground to a halt, the Multicultural Council of Windsor and Essex County deftly forged ahead.

Resolute in our mission and vision, our organization committed to addressing the needs of our clients during this difficult time. We diversified our delivery models and programs to ensure safety and accessibility. We found innovative ways to maintain our standards of excellence and care while respecting provincial health guidelines.

Beyond navigating COVID-19 restrictions and closures, this year the MCC continued to invest in our community. Most notably, we introduced the successful MCC Youth Work Ready program presented by the Solcz Foundation, and launched a comprehensive oral health and wellness program with the support of Green Shield Canada and the WindsorEssex Community Foundation.

In addition, 2019/2020 also saw the MCC maintain our leadership role in our region.

We provided cultural competence training to over 1000 professionals, managed the largest ever Health Access Day event for newcomers, and organized Carrousel@Home to celebrate culture and community from a safe distance.

I wish to personally thank the MCC Board of Directors and President Allison Johnson, the MCC Foundation and President Calvin Little, the management team and staff of the MCC, our volunteers, funders, and sponsors for your tireless efforts, selfless commitment, and generosity of spirit.

Thank you all for being a part of creating a welcoming community.

**Kathleen Thomas,  
Executive Director, MCC**



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Windsor and  
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@MulticulturalCI

# PRESIDENT'S GREETING

*In times of change and uncertainty, we rely on the strength and comfort of life's constants. This year, as the COVID-19 pandemic spread around the world and life felt like it was coming to a shocking standstill, the MCC team was quick to adapt and demonstrate a constant and unwavering commitment to the mission of creating a welcoming community for all.*

*Despite having to close both offices, staff continued to ensure clients had the services and supports needed to survive during the shutdown, and thrive as things start to open back up.*

*Despite not being able to provide in-person cultural training programs, the team continued to offer support and guidance online, encouraging the establishment and maintenance of inclusive practices through its Diversity Dynamics series in partnership with ENWIN Utilities.*

*As Chair of Carrousel of the Nations, I see how hard village volunteers work throughout the year so they can deliver an award-winning, cultural experience for everyone to enjoy. An extra special celebration was in the works this year, to mark the 45th anniversary of Carrousel.*

*Despite not being able to hold large gatherings, the volunteers pulled together quickly to move the festival online. Carrousel@Home, a 16-hour video production that streamed live on social media attracted 12,000 viewers and allowed our community to celebrate our traditions virtually, learn how to cook some of our favourite Carrousel dishes, enjoy a medley of ethnic entertainment, and perhaps most importantly, engage in something positive together, in a time of isolation.*

*It is an honour to be part of this organization and serve along with my fellow directors during these critical times. There will of course be more challenges and changes ahead, given our new realities. Thanks to a dedicated team, committed volunteers and generous partners, the MCC is well positioned to continue adapting and finding innovative ways to deliver on the promise of our mission statement and creating a welcoming community for all.*

**Allison Johnson,  
President, MCC Board of Directors**



## MCC Board of Directors 2019-2020

### President

Allison Johnson

### Vice President

Kimberly King

### Vice President

Monica Mihalceanu

### Secretary

Bernard Clint Cadden

### Past President

Patricia Reid Crichton

### Directors

Betty Lee-Daigle

Jillian Authier Ciotoli

Justine Taylor

Manny Paiva

Natasha Feghali

Neil McEachrane

## MCC Foundation 2019-2020

### President

Calvin Little

### Treasurer

David M. Amyot

### Secretary

Kathleen Thomas

### Directors

Bernard Clint Cadden

Mike Drake

Teresa Defoe

# CREATING A WELCOMING COMMUNITY

The programs and activities of the Multicultural Council represent a multi-disciplinary approach to creating a welcoming community. The MCC is proud to offer seamless, single-agency coordination of services. Community partners, families, and individuals are able to receive consistent, expert information and support across multiple sectors while establishing familiar professional relationships.

Our Settlement and Integration, Language, Orientation, and Welcoming, and Health, and Wellness teams deal directly with newcomer clients and clients in the community. They provide assessments and referrals to community services and agencies, as well as offering specialized benefits, services, and programs themselves.

Programs are offered to address all facets of need, minimizing the complication of external referral or unnecessary delays. Our Windsor Resettlement Assistance Program, Client Support Services, and Orientation programs provide complete settlement and integration support and case management from the moment of arrival in our Community.

**The 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 programming, assistance in finding a permanent home, assistance with school enrolment, referrals to services in the community, and essential and effective 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.

**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.

In 2019 MCC was one of 16 organizations in the area selected by The City of Windsor's Pathway to Potential to deliver **RentSmart**, an initiative that aims to assist low income tenants maintain their rental housing by promoting successful tenancy through education.

The MCC's **Language Training Program** offers English language instruction in classroom settings and online with certified instructors, and provides clients with eight 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 8, students will have the language skills to fully engage in the community.



# CREATING A WELCOMING COMMUNITY



Our **Language Services Program** provides professional interpreters in over 50 languages with professional and confidential linguistic translation services on a fee-for-use basis. Services are accessible to the general public as well as private organizations and agencies.

**Newcomer Settlement Program (NSP)** provides referral and information services to newcomers who are Naturalized Canadian Citizens, Refugee Claimants, Convention Refugees, Temporary Foreign Workers, and even International Students.

**Orientation Services** offers one-on-one settlement and integration assistance to eligible clients. Staff assist by providing services, support, information, referrals, advocacy, and orientation. We also offers specialized group information sessions and workshops.

**Employment Services** provides dedicated job-based support, which includes multiple successful and dynamic programs designed to prepare individuals to enter the Canadian workplace. MCC Youth Work Ready is a mentoring and industry-specific certification program offered through the support of the Solcz Family Foundation, and is delivered in partnership with our friends at Majors McGuire. MCC Leadership is a free program that provides newcomers with opportunities to acquire the professional tools necessary to be active and effective community leaders.

Our **Care for Newcomer Children (CNC)** program provides childcare services for the families involved in MCC training and programming. Trained and experienced Early Childhood Educators supervise children in a safe environment and organize age-appropriate activities. The program emphasizes both skill and social development.

The MCC **Nurse Practitioner Clinic** provides care to clients of the Multicultural Council who do not have a family doctor. The service is free and does not require an Ontario Health Card.

The **Oral Health and Wellness Program** is funded the the GSC Six4Six Community Granting Initiative through the WindsorEssex Community Foundation, and provides education and health promotion to newcomers and immigrants of all ages, and assists individuals and families with connecting to community resources and healthy oral health choices.

**MCC Community Engagement** serves to ensure the promotion of the mission and vision of the MCC, and assumes leadership roles in both external and MCC-based community events and initiatives. These include our Harmony Campaign and social media promotions, as well as city and county festivals and activities.

Community Engagement is also responsible for the organization and management of the MCC's major events; Carrousel of the Nations and the Herb Gray Awards Gala.

In addition, this department coordinates the Cultural Competence Training Program, community partnerships and programs, MCC memberships, and MCC social media accounts.



# MCC COMMUNITY PROGRAM SNAPSHOTS

## **MCC Women's Arts and Crafts Group**

provides opportunities for skill development, socialization, and language training as well as community field trips.



## **MCC Newcomer Youth and Children Groups**

activities vary from daily academic support to leadership development.



## **Canada Connect**

matches newcomers with others in their community, establishing social networks, and creating relationships here in Canada.



## **MCC Leadership**

provides newcomers with opportunities to acquire the professional tools necessary to be active and effective in the workplace.

## **MCC After School Program**

engages youth in structured activities that include English literacy, math, science, arts & crafts, and lots of fun.



## **MCC Oral Health Program**

provides education for newcomers and immigrants, connecting them with community resources and helping them to make wise oral health choices.



## **MCC Seniors' Group**

meets weekly for hour-long conversation circles, where they make friends and learn about each other, Canadian culture, and much more.



## **MCC Cultural Competency Training**

offers customized diversity and anti-racism training for organizations and businesses.

## **MCC Youth Work Ready**

combines language learning, sector-specific instruction, skill development and coordinated job placements.



# MCC PROGRAM STATISTICS 2019-2020

**75,512**  
Services  
provided



**601**  
Workshops  
and sessions held



**228**  
Volunteers  
recruited

**3,080**  
Services provided  
by the MCC Nurse  
Practitioner



**13,828**  
Workshops  
attendees

**5,254**  
Translation and  
interpretation  
services



**4,803**  
Clients  
served



**8,996**  
Community  
referrals

**1,100+**  
Received  
cultural competence  
training



Services  
provided in  
**51**  
languages



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# SAVE THE DATE 2021



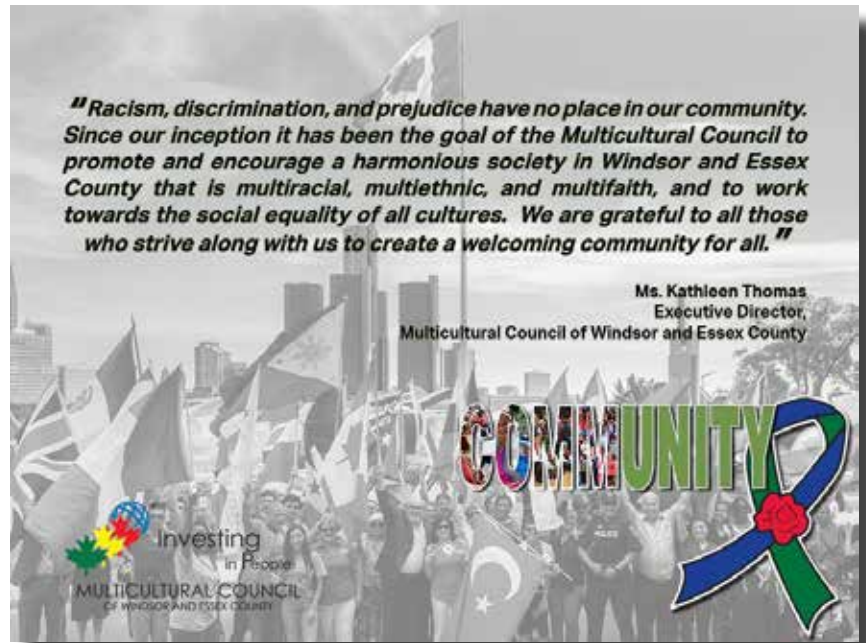
## HERB GRAY AWARDS GALA

Thursday, May 6



## CARROUSEL OF THE NATIONS

June 18 -20, 25-27



The Multicultural Council of Windsor and Essex County would like to recognize our generous funders, sponsors, and partners for their support in 2019-2020.



*Thank you all for your continued support of our programs and for joining the MCC as we work to create a welcoming community for all.*