



MULTICULTURAL COUNCIL  
OF WINDSOR AND ESSEX COUNTY

# ANNUAL REPORT 2021-2022



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## FROM OUR EXECUTIVE DIRECTOR

I am absolutely delighted to provide my first report as the Executive Director of the Multicultural Council of Windsor and Essex County (MCC).

In my 10 years with the Multicultural Council, I have had the privilege of working alongside Kathleen Thomas, benefitting from her three decades of leadership in our community. Her retirement earlier this year reminded us that under her direction, the MCC became a nationally recognized leader in providing settlement and integration services with the region's most diverse roster of community programs, services and events. While she is missed, we all wish her much joy (and lots of travel!) in her retirement.

During our last fiscal year, the MCC continued our commitment to our clients and our community. Faced with multiple waves of COVID-19 in 2021-2022, community leadership focused on the vaccination of residents. The MCC was part of these efforts, launching **'A World of Reasons'** - a community-wide multilingual campaign, delivering valuable reassurance and support to residents of Windsor-Essex.

In collaboration with community partners and health professionals from across our region, the initiative was aimed at eliminating language-based vaccine hesitancy. Through a video campaign, radio ads, translated information flyers, vaccination clinics and outreach to our ethno cultural partners, the MCC ensured timely and appropriate information was available to all residents regardless of literacy level or language. We are proud of our team's role in ensuring community health and safety.

Buoyed by the support of partners and stakeholders, we reinvested in programming and activities designed to meet our mission of creating a welcoming community for all.

- Our new Oral Health Program, supported by Windsor Essex Community Foundation and Greenshield served to both educate and provide dental health services to our region.
- Our partnership with LIUNA 625 allowed for a social media campaign in support of our Indigenous community by sharing the Truth and Reconciliation Commission of Canada 'Calls to Action'.
- Our partnership with ENWIN provided for 'Diversity Dynamics', a weekly series of informative and encouraging posts intended to provide guidance in establishing and maintaining inclusive practices.
- The Government of Canada supported our second Carrousel@Home event. Together with our partners at LIUNA 625, Bell Media, Tourism Windsor Essex Pelee Island and the Windsor Spitfires, we were able to share (safely!) the incredible culture and tradition that makes our region so unique.
- We unveiled our first-ever Carrousel mural located at Devonshire Mall, showcasing more than four decades of celebration and creating a welcoming community for all.
- We re-started MCC Employment programs through partnerships with the Government of Ontario and the Solcz Family Foundation. MCC Leadership and MCC Work Ready were designed to provide opportunities for youth facing barriers to entering the Canadian skilled trades job market.

Earlier this year, after three years absence, the MCC held its first in-person Herb Gray Harmony Gala - to a sold-out audience.

Carrousel of the Nations returned for its 48<sup>th</sup> festival and welcomed the largest crowds in event history. We re-opened our doors to clients and added a record amount of new programming in just a few short months.

I am so proud of the work done by MCC management and staff during 2021-2022. Their selfless devotion to the agency and our community laid the ground work for success as we begin our new chapter together.

Thank you to our passionate staff, our devoted board, our dedicated volunteers and our generous partners. Together we are creating a more welcoming community for all.

Fred Francis,  
Executive Director, MCC



## MULTICULTURAL COUNCIL BOARD OF DIRECTORS 2021-2022

**PRESIDENT** - Allison Johnson

**VICE PRESIDENT** - Kimberly King

**VICE PRESIDENT** - Jillian Authier

**SECRETARY** - Dr. Justine Taylor

**PAST PRESIDENT** - Patricia Reid Crichton

**DIRECTORS** - Bernard Clint Cadden, Betty Lee Daigle, Dinesh Singh Malla, Neil McEachrane, Manny Paiva

## MCC FOUNDATION DIRECTORS 2020-2021

**PRESIDENT** - David M. Amyot

**PAST PRESIDENT** - Cal Little

**VICE PRESIDENT** - Mike Drake

**DIRECTOR** - Teresa Defoe

**DIRECTOR** - Bernard Clint Cadden

**DIRECTOR** - Dr. Saad Jasim

**SECRETARY** - Kathleen Thomas



**MULTICULTURAL COUNCIL**  
OF WINDSOR AND ESSEX COUNTY

## PRESIDENT'S GREETING

As we returned to in-person events and services this past year, I felt so proud of the MCC's role in ensuring that Windsor-Essex was positioned for success.

In those moments that we greeted friends at Carrousel, honoured award recipients at Gala and welcomed clients to our two offices - I was so mindful of the part we played in keeping our region healthy.

Utilizing the expertise of the MCC Health Clinic, the services of the MCC Interpretation and Translation, the guidance of our dedicated management team, and the partnership of our incredible network of ethnocultural communities - the MCC played a pivotal role in ensuring equal and equitable access to health and safety services during the pandemic.

We were reminded that protecting each other and promoting safety are essential components of building a welcoming community.

I am so grateful to all staff and partners who cared so much and did so much to make 'welcoming' us all back a reality.

Last year's announcement of the retirement of Kathleen Thomas ended her thirty-year tenure as our selfless and passionate Executive Director. I wish Kathie so much happiness in this next chapter and extend my personal gratitude for ensuring a seamless transition for the new leadership team.

I leave my final year as President feeling confident that the MCC is well positioned to meet the demands and challenges ahead and I am excited for the future of the MCC under the leadership of Fred Francis.

It has been an honour to serve in this role with my fellow directors and have a front row seat to the incredible work of the Multicultural Council. Thanks to all the dedicated MCC Agency and Foundation board members, passionate MCC staff members, committed volunteers and generous partners who continue to look for opportunities to move the MCC forward and find new ways to create a welcoming community for all.

Allison Johnson,  
President,  
MCC Board of Directors



The Multicultural Council of Windsor and Essex County's mission is to create a welcoming community for all through education, community engagement and the promotion of diversity and equality. Embracing our vision of being an innovative leader in facilitating the development of an inclusive and welcoming community, the MCC serves to support both those within underrepresented sectors and those in our community.

We provide award-winning programming in the areas of Language, Orientation, and Welcoming, Settlement and Integration, Health, and Wellness, Employment, Special Events, and Community Engagement based on individual eligibility and suitability.

In contrast to limited-service providers, the MCC offers seamless, single-agency coordination of services. Community partners, families, and individuals are able to receive expert information and support across multiple sectors while establishing familiar professional relationships.

Our agency embraces a holistic approach to support services, extending beyond the logistics of resettlement and providing opportunities for community and civic engagement, and personal and professional development. We are exceedingly proud of our history of offering varied programs and of serving as the lead agency for numerous major initiatives in our community.

As champions of diversity and harmony, our organization strives to identify and address cultural and societal barriers throughout our city, county, and region.



### NEWCOMER SETTLEMENT PROGRAM (NSP)

NSP provides referral and information services to Naturalized Canadian Citizens, Refugee Claimants, Convention Refugees, Temporary Foreign Workers and International Students.



### CLIENT SUPPORT SERVICES PROGRAM (CSSS)

This nation-wide program provides an additional 12 to 18 months of personalized case management to Government Assisted Refugee clients, easing the transition to new communities and new homes.



### ORIENTATION TO ONTARIO (O2O)

This program provides essential information about resettling in Ontario and connecting to community services.



### ORIENTATION SERVICES

Orientation staff work one-on-one with clients providing support, information, referrals, and advocacy. They also offer specialized group information sessions and workshops.



### THE WINDSOR RESETTLEMENT ASSISTANCE PROGRAM (WRAP)

This program provides immediate and essential services to Government Assisted Refugees during their first few weeks in Canada. MCC team members greet clients upon arrival at Windsor Airport, provide temporary accommodations, assist in finding permanent homes, enrol children in school, refer to services in the community and provide essential life skills training.



### CARE FOR NEWCOMER CHILDREN (CNC)

MCC parents rely on this program to provide childcare services while attending MCC training or language classes. Our experienced Early Childhood Educators supervise children and organize educational and entertaining activities which emphasize both skill and social development.





## MCC EMPLOYMENT

The MCC Employment Department provides dedicated job-based support which includes successful and dynamic initiatives designed to prepare individuals for the Canadian workplace. Programs like MCC Youth Work Ready and MCC Leadership are delivered in partnership with Majors McGuire and offer free training and industry-specific certification providing participants with the professional tools needed to become employed. Thank you to the Government of Ontario and the Solcz Family Foundation for their support of these important programs.



## MCC HEALTH CLINIC

Our Nurse Practitioner provides care to clients of the MCC who do not have a family physician. The service is free and does not require an Ontario Health Card. Our Nurse Practitioner also serves as the MCC representative on numerous committees advocating for newcomer health and guiding the community on newcomer health needs.



## ORAL HEALTH AND WELLNESS

Funded by the GSC Six4Six Community Granting Initiative through the Windsor Essex Community Foundation, this program provides Oral Health education, resources and services to newcomers and immigrants of all ages.



## MCC AFTER SCHOOL PROGRAM

Our team engages youth in structured activities that include English literacy, math science, arts and crafts and LOTS of fun.



## CANADA CONNECTS

This matching program connects newcomers with community residents, establishing social networks and creating valuable relationships.



## MCC SENIORS GROUP

Our seniors meet weekly for an hour to practice their English, make friends and learn about Canadian culture.



## MCC ARTS AND CRAFTS GROUP

Our creative clients learn new skills, socialize and practice their English language skills.

## VACCINE NAVIGATION PROJECT

This program aims to increase COVID-19 vaccine knowledge and uptake among vulnerable and newcomer populations. Our team also provide assistance and support to all clients throughout the vaccination process.



## HERB GRAY HARMONY GALA

For twenty years, the MCC has held an annual evening of appreciation celebrating those who have made an outstanding contribution to building a community that is more welcoming for all.

Three awards are presented: Herb Gray Harmony Award recognizing an individual, business or organization that has actively worked towards building a more harmonious community.

MCC Champion Award celebrating significant contributions made to our community by first-generation Canadians. Kathleen Thomas Inspire Award recognizing a newcomer for their perseverance, optimism, and positive example provided to our community.



2022  
CHAMPION AWARD  
RECIPIENT  
**DR. CHRISTOS SPIROU**



2022  
HARMONY AWARD  
RECIPIENT  
**ANITA IMPERIOLI**



2022  
INSPIRE AWARD  
RECIPIENT  
**MOUSSA KEITA**

## CARROUSEL OF THE NATIONS

Now in its 48<sup>th</sup> year, the award-winning Carrousel of the Nations is an integral part of the region's summer festival season. The only ethnic and multicultural festival in the region, Carrousel provides residents and visitors with exposure to a wide array of cultures and traditions which they may otherwise never experience. The MCC is proud to coordinate the efforts of individual ethnic communities and to assist in educating and entertaining countless attendees as we celebrate the diversity that makes Windsor-Essex so amazing.



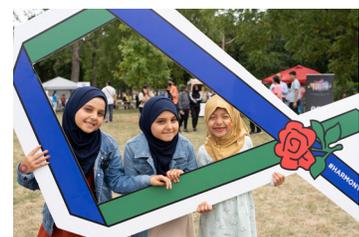
## MCC HEALTH AND WELLNESS EXPO

Led by the Multicultural Council, the expo is a joint venture of Community Partners for Multicultural Health. Since 2002, the CPMH has presented this event to promote healthy choices and to improve awareness of and access to local health and social services for newcomers.



## MCC HARMONY CAMPAIGN

The Harmony Ribbon, created in 1995 by the Multicultural Council of Windsor and Essex County (MCC), is a visible symbol of mutual respect and understanding. It is a sign of our desire to live in a community that is free from racism and discrimination. The Harmony Ribbon Campaign is comprised of outreach and promotional materials, and features dedicated projects featuring the MCC's Harmony Ribbon.



## CULTURAL COMPETENCY TRAINING

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



## THE MCC'S LANGUAGE TRAINING PROGRAM

Classes provide clients with eight levels of English language training covering 4 areas: listening, speaking, reading and writing. Classes are free of charge to clients. Upon graduation from level 8, students have the language skills to fully engage in the community.



## MCC INTERPRETATION AND TRANSLATION DEPARTMENT

The MCC offers interpretation and translation in over 70 languages, 24 hours a day, seven days a week. As the region's largest local provider, MCC's professional and confidential services are accessed by newcomers, community organizations, individuals and businesses.

## AGM STATISTICS MATRIX 2021-2022



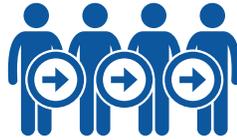
**80,961**  
SERVICES PROVIDED



**495**  
WORKSHOPS AND SESSIONS



**1,712**  
NEW CLIENTS



**2,045**  
COMMUNITY REFERRALS

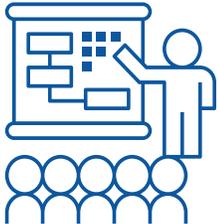
**3,942**  
HOURS OF INTERPRETATION



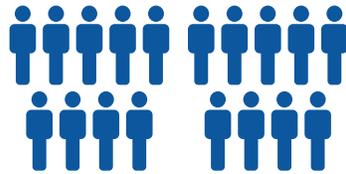
**650**  
TRANSLATION AND INTERPRETATION SERVICES



**3,233**  
CLINIC SERVICES



**6,207**  
WORKSHOP ATTENDEES



**5,064**  
CLIENTS SERVED

**1,971**  
INTERPRETATIONS



**15,335**  
SOCIAL MEDIA FOLLOWERS



**619,628**  
PEOPLE REACHED THROUGH SOCIAL MEDIA

## THANK YOU MCC.

“MCC enriched my life during the pandemic, and my English also had a big improvement during the period. I can communicate very well with my neighbours and feel very confident to deal with something right now. I deeply appreciate MCC’s teachers who encouraged me and gave me a lot of help and suggestions, they helped me have good basic English that can support my future study.”

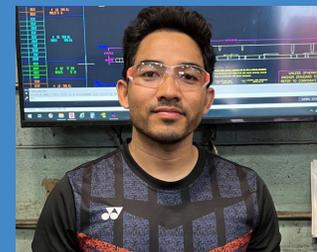
Vivian K.  
English Language Student

“My family and I moved to Canada and MCC helped us in our time of need. COVID-19 vaccines information was very confusing and challenging for me to understand and communicate with my family. Thanks to the vaccine info session and conversations, we received the information we needed and were able to get our vaccines as well as registering our previous doses at the MCC. Thank you so much for all the help and continued support MCC! “



Congratulations  
Man Kumar Poudel!

Born in Nepal, Man graduated from the MCC Youth Work Ready Program and was hired by Anchor Danly a month after graduating. We wish him great success in his career.





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The Multicultural Council of Windsor and Essex County would like to recognize our generous funders, sponsors, and partners for their support in 2021-2022

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.



MULTICULTURAL COUNCIL OF WINDSOR AND ESSEX COUNTY

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