



MULTICULTURAL
COUNCIL
OF WINDSOR AND ESSEX COUNTY

23/24 ANNUAL
REPORT



FROM OUR EXECUTIVE DIRECTOR



This year marked the 51st anniversary of the MCC's unwavering commitment to the Windsor-Essex region. We are incredibly proud of what we have achieved and excited for what the future holds. Our programs and services—spanning resettlement and integration, language and education, health and wellness,

employment, and cultural celebration—continue to expand, serving our diverse community more effectively than ever.

At the heart of our mission is the creation of a welcoming community for all. This year, we successfully extended our programs and services across the entire region. We also delivered more cultural competency training workshops to our community partners, fostering greater awareness and reinforcing the foundation of mutual understanding. We were thrilled to strengthen our collaboration with numerous organizations across Windsor-Essex, helping many individuals within our region.

The 2024 MCC Awards Gala was once again a highlight, providing us the opportunity to celebrate those who champion diversity and inclusion in Windsor-Essex. Our New York, New York-themed event was a vibrant evening of recognition, where we proudly honored Jim Crichton with the Herb Gray Harmony Award, Doris Lapico with the MCC Champion Award, and Tetiana Pimkina with the Kathleen Thomas Inspire Award.

A special highlight was presenting Lisa Williams with the inaugural MCC Community Legend Award in recognition of her 27-year career at AM800 CKLW. Lisa has been a dedicated supporter, consistently providing accurate information to her listeners and helping make our community a more welcoming place.

The Carrousel of the Nations continues to flourish as a cornerstone festival in Windsor-Essex. This year saw record-breaking attendance, with the addition of 7 new cultural villages. As we look ahead to the festival's 50th anniversary in 2025, we are honored to have been named Ontario's Top Festival by Attractions Ontario for a second consecutive year.

We extend our deepest gratitude to all our sponsors and funders. Your generosity enables us to deliver impactful services and programs that truly make a difference in the lives of so many in our community.

A heartfelt thank you also goes to our dedicated volunteers, including the members of our Board of Directors and Foundation Board of Directors. The MCC's success would not be possible without your guidance, support, and unwavering commitment to our mission.

Lastly, to the incredible staff I have the privilege to work with every day. I am proud to lead an organization filled with compassionate professionals who are dedicated to serving others. Thank you for everything you do to uplift our community!

Sincerely,
Fred Francis
Executive Director

FOUNDATION PRESIDENT'S GREETING



It is with great pride that I present my first report as President of the MCC Foundation. This past year has been a period of extraordinary growth and development for our organization. The pace at which the MCC has expanded is truly unprecedented, and it reflects our ongoing commitment to serving our community with excellence.

Throughout the year, the Agency has continued to grow at a rate we have never seen before. This expansion is not just in numbers, but in the breadth and depth of the services we offer, reinforcing our position as a cornerstone of support and inclusion within Windsor-Essex.

Our dedicated staff at the MCC have been at the heart of this success, and I want to acknowledge their incredible dedication. Their hard work and passion have been instrumental in making our community a more welcoming place for everyone. The impact they have on the lives of newcomers and residents alike is immeasurable, and I am deeply grateful for their commitment to our shared mission.

On May 2nd, 2024, we celebrated one of the highlights of the year—the MCC's annual Awards Gala. With a vibrant New York, New York theme, the event was a resounding success. I extend my heartfelt thanks to all the volunteers and sponsors who made this evening unforgettable. Your support is vital to the success of such events and to the ongoing work of the MCC.

The Foundation Board has also been hard at work, continuing its essential role in overseeing various building improvement initiatives. These efforts are part of a comprehensive maintenance and improvement plan designed to ensure that our infrastructure remains robust and capable of supporting our services for many years to come.

As we look forward to the year ahead, I am filled with optimism and excitement. The MCC is poised for continued growth and success, and I am honoured to lead the Foundation during this pivotal time. Together, with the unwavering support of our staff, volunteers, donors, and partners, we will continue to build a stronger, more inclusive community for all.

Sincerely,
Anthony Mascaro
President, Foundation

PRESIDENT'S GREETING



Serving as the President of the MCC has been an incredible journey, and I am deeply proud of our organization's unwavering dedication to fostering a welcoming and inclusive community through education, engagement, and the promotion of diversity and equality.

Over the past year, the MCC has strengthened our partnerships with community leaders, corporate allies, and local organizations, ensuring that our services and programs remain dynamic and impactful. With the guidance and expertise of our exceptional management team, we've not only sustained our existing initiatives but also introduced new programming that has driven unprecedented growth within the organization.

To our sponsors, funders, donors, and partners—thank you for your invaluable support in helping us build a community that inspires both ambition and pride. Your continued commitment to the MCC is a testament to the countless success stories and the many families who now call Windsor-Essex their home.

To our dedicated volunteers, we are profoundly grateful for your tireless efforts and generosity. Every year, we are moved by your willingness to help others, and we simply cannot thank you enough.

To the Agency and Foundation Board of Directors, thank you for your passion, your innovation, and your unwavering commitment to the organization's growth and success.

Lastly, I am continually reminded of the vital role our staff play in the MCC's day-to-day operations. Your dedication to our clients is unmatched, and your drive and passion are the heart of our success.

It has been a true honour to serve as President of the MCC Board, and I look forward to continuing my role as a board member, supporting the ongoing growth, and success of this remarkable organization.

Sincerely,
Neil McEachrane
President, Board of Directors



MCC FOUNDATION DIRECTORS 2023-2024

PRESIDENT - ANTHONY MASCARO
VICE PRESIDENT - MICHAEL DRAKE
DIRECTOR - DR. SAAD JASIM
DIRECTOR - ANDREW RANDALL

MCC BOARD OF DIRECTORS 2023 - 2024

PRESIDENT - NEIL MCEACHRANE
VICE PRESIDENT - MANNY PAIVA
VICE PRESIDENT - NICOLE SBROCCA
PAST PRESIDENT - ALLISON JOHNSON
DIRECTORS - DR. FAZLE BAKI, DR. JUSTINE TAYLOR, DR. SAAD JASIM, DINESH SINGH MALLA, PAUL CARTER



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2024 MCC AWARDS GALA

For over 20 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:

The Kathleen Thomas Inspire Award:
Recognizes a newcomer for their perseverance, optimism, and positive example provided to our community.



Tetiana Pimkina
2024 Kathleen Thomas
Inspire Award Recipient

The Herb Gray Harmony Award:
Recognizes an individual, business, or organization that has actively worked towards building a more harmonious community.

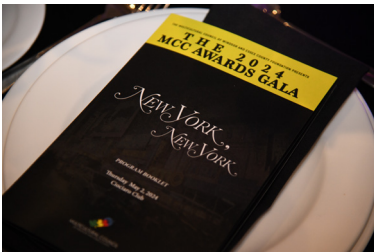


Jim Crichton
2024 Herb Gray
Harmony Award Recipient

The MCC Champion Award:
Celebrates significant contributions made to our community by first-generation Canadians.



Doris Lapico
2024 MCC Champion
Award Recipient





CARROUSEL OF THE NATIONS

The award-winning Carrousel of the Nations is an integral part of the region's summer festival season. As 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. Thank you to all the villages, volunteers, sponsors, and community partners.

A Welcoming Community for All



SERVICES OFFERED BY THE MCC

HEALTH & WELLNESS

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 health services and guiding the community on newcomer health needs.

BRIDGE TO RECOVERY

The Bridge to Recovery program is a mental health program that is funded by United Way Centraide Windsor-Essex County to help raise awareness of the effects of COVID-19 on mental health in the community. The program navigator consults with many individuals from the community such as seniors, youth, newcomers, refugees, and more, to shed the light on Mental Health. This program currently assists a total of 1142 clients.

LANGUAGE

INTERPRETATION & TRANSLATION DEPARTMENT

This program responds to a high volume of requests for service from organizations, businesses, government agencies, medical institutions, the private sector, and individuals throughout Windsor-Essex County, and Chatham-Kent. The Multicultural Council Language Services division is considered one of the most efficient in the area. The database of professional interpreters and translators is more than 130 individuals fluent in over 70 languages including both oral and written capabilities.

LANGUAGE INTERPRETATION SERVICES

Language Interpretation Services is the only program in Windsor-Essex that provides interpreters to the victims of domestic violence, sexual violence, and human trafficking, free of charge for both victims and service providers.

EDUCATION

MCC IGNITE ACADEMY PROGRAM

The MCC Ignite Academy program has been instrumental in supporting students and families at certain schools, through a comprehensive approach that addresses both educational and basic needs. The program's core mission is to enhance students' numeracy and literacy skills while also ensuring food security and providing wraparound services to alleviate pressures on children and their families.

Understanding that academic success is influenced by various external factors, Ignite Academy offers a range of wraparound services to support families holistically. These help to create a stable and supportive environment for students, reducing the pressures that can hinder their academic progress.

Through its comprehensive approach, Ignite Academy not only enhances students' academic abilities but also fosters a nurturing and supportive community for families. This holistic support system plays a crucial role in breaking down barriers to learning, ensuring that every child has the opportunity to thrive both inside and outside the classroom.

AGM STATISTICS MATRIX 2023-2024

113,986
SERVICES PROVIDED



8,917
WORKSHOP
ATTENDEES



3,752
CLINIC SERVICES



5,709
NEW CLIENTS

MCC HEALTH AND WELLNESS EXPO

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

VACCINE FOR ALL

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

CULTURAL COMPETENCY TRAINING

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

ADULT LEARNING PROGRAM

The Adult Learning Program provides comprehensive workplace language training and customer service skills development through classroom facilitation. Participants receive individual employment coaching and job development support to secure employment in the customer service sector.

JOB SUPPORT

EMPLOYMENT

The MCC Employment Services team is dedicated to supporting diverse communities in their pursuit of meaningful employment. Our programs are designed to meet the unique needs of each individual, offering personalized guidance, comprehensive training, and valuable resources to reduce barriers and maximize opportunities for employment.

YOUTH EMPLOYMENT PROGRAM

The IRCC funded Youth Employment program delivers a range of activities that help recent government assisted refugee youth, aged 15-30, overcome barriers to employment and develop a broad range of skills and knowledge in order to participate in the current and future labour market.

SETTLEMENT SERVICES

NEWCOMER SETTLEMENT PROGRAM (NSP)

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

NEWCOMER YOUTH GROUP

Provides a safe, fun, and active environment in which youth can develop new skills, self-esteem, and friendships. In addition to weekly social activities, the youth group includes: Homework Club, Employment support, Sports and Recreational events, Leadership Development, and Field Trips through Windsor - Essex.

COMMUNITY ENGAGEMENT SERIES

Provides participants with the opportunity to directly engage with members of the community representing a variety of organizations and resources. We invite guest speakers to introduce their areas of specialty and how they can help newcomers.

CLIENT SUPPORT SERVICES PROGRAM (CSS)

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 SERVICES

Offers one-on-one settlement and integration assistance to eligible clients. Staff assist newcomers to settle into their communities and schools by assisting and providing direct, front-line services of support, information, referrals, advocacy, and orientation for families through the process of settlement.

CANADA CONNECTS

A volunteer-based matching program that helps immigrants overcome the stress of moving to a new country. Volunteers familiar with Canadian ways help newcomers learn about available services and how to use them, practice official language, get contacts in their field of work, and participate, in the community.

SENIOR'S GROUP

MCC seniors gather for an hour-long conversation session, where they make friends and learn about each other, Canadian culture, and health awareness, among other things.

NEWCOMER WOMEN'S ARTS AND CRAFTS GROUP

Provides skills development and language training through arts and crafts sessions, including basics of sewing, knitting, quilting, and field trips connecting them to community resources or local services.

CONVERSATION CIRCLE LUNCH N' LEARN

This program provides an informal way for newcomers to practice English conversation skills. Our clients attend the group sessions to meet new friends, share ideas, and develop the language and cultural understanding they need for their successful integration into Canadian society.

1,289

WORKSHOPS AND SESSIONS



23,648

SOCIAL MEDIA FOLLOWERS



836,304

PEOPLE REACHED THROUGH SOCIAL MEDIA



11,664

CLIENTS SERVED



6,362

HOURS OF INTERPRETATION

2,380

INTERPRETATIONS



16,248

COMMUNITY REFERRALS

WINDSOR RESETTLEMENT ASSISTANCE PROGRAM (WRAP)

This program provides immediate and essential services to Government Assisted Refugees during their first few weeks in Canada.

The MCC team members greet clients upon arrival at the Windsor Airport, provide temporary accommodations, assist in finding permanent homes, enroll children in school, refer to services in the community, and provide essential life skills training.

OUTREACH

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.

LANGUAGE TRAINING PROGRAM

Language Training offers newcomers English language training, covering four areas: listening, speaking, reading, and writing. Language Training offers seven levels of training. The classes are free of charge to those with permanent resident status, landed immigrants, and convention refugees.

ORIENTATION TO ONTARIO (O2O)

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



MULTICULTURAL COUNCIL

OF WINDSOR AND ESSEX COUNTY

OUR MISSION: TO CREATE A WELCOMING COMMUNITY FOR ALL THROUGH EDUCATION, COMMUNITY ENGAGEMENT, AND THE PROMOTION OF DIVERSITY AND EQUALITY.

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TESTAMONIALS

"Thank you to the MCC for always continuing to be friendly to new immigrants. I will always remember my experience with the Employment Program."
- Eugenia G, MCC Employment Services Client

"What I appreciate most about the Ignite Academy is how well the staff have treated my son. Their approach has sparked his enthusiasm, making him eager to attend every day. Additionally, being new to Canada, he has quickly made friends, which has boosted his confidence and made him feel more at ease in the school environment."
-Moahammad Mahjoub (Father to an Ignite Academy Student)

"I am expressing my sincere gratitude for the MCC Translation Services for some of our newcomer students and their families. Program staff here at Westview Freedom Academy would not be able to function as efficiently and effectively as we hope we do without the MCC's management of requests and without the professional services of their staff. Many thanks for all you do."
-Y. Thompson, OCT Head, ESL/ELD Program Westview Freedom Academy



We would like to recognize our generous funders, sponsors, and partners for their support.



Government of Canada / Gouvernement du Canada

