

Annual Report 2023



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Executive Director's Message

The last few years have seen plague, pestilence, famine, earthquakes and political upheaval and thousands of refugee claimants from all over the world seeking refuge from war and persecution and are coming to Canada to find a safe haven where their family can grow in peace. Someone said that our work at HMC was "God's work", and I can't help but think of that from time to time when we hear about refugees sleeping on the streets, about policies at the Regional level coming in to place around encampments, and when I get another request for a family urgently needing help with clothes and food.

2023 is HMC's 45th anniversary and HMC had the biggest year ever. We served more people, hired more staff and continued our community outreach through our many committees. I know I don't hear about every great deed at HMC, but it warms my heart every day to know that all of our staff are out there supporting both clients and each other to move people along the path of a healthy happy life in Canada.

A big thank you to our funders who help make all this happen, we couldn't do this without your help. Immigration Refugees and Citizenship Canada, Ministry of Labour Immigration and Skilled Trades, the Region of Halton, the Women's Directorate, Heritage Canada, Woodbine Cares, Cogeco, Panago Pizza (many of whom are our long term sponsors for Multiculturalism Day!). To our Board of Directors, thank you for your continuing support of our sometimes



wild and crazy ideas. This year saw HMC trying to buy an apartment building in Oakville for our transitional housing. The path to that ownership still has challenges, but kudos to the Board for supporting the learning process that is needed to make this or the next housing project a reality. It is a testament to your trust in us, thank you!

To our staff, admin and management team – a deep and heart felt thank you. In these difficult times you hear many difficult stories, your caseloads are heavy, the data input is probably annoying (but really important) and still you manage to get it all done with passion and genuine care and to serve your next client or support your colleague or find time to create an ice breaker to make your team meeting more fun. Thank you all, in a million ways you are working to make the world a better place every day. We all need more people like you!

Congratulations to HMC on 45 years serving the community and **may the world find peace.**

Financial Report

Income Statement	2022/2023	2021/2022
Revenue	7,200,379	5,470,940
Expenditures		
Salaries and Benefits	4,600,105	3,903,710
Other Operating Expenses	2,114,800	1,191,477
Amortization	141,164	142,121
Net Operating surplus(deficit)	344,310	233,632
Gain on sale of property, plant & equipment	462,796	0
Excess of revenue over expenditure for the year	807,106	233,632
Balance Sheet		
Net Assets		
Current Assets	2,164,939	676,704
Capital Assets	1,028,529	1,217,306
Total Assets	3,193,468	1,894,010
Liabilities		
Current Liabilities	266,430	261,527
Deferred Grants	941,120	453,571
Long-Term Liabilities		0
Fund Balances	1,986,018	1,178,912
Total Liabilities and Fund Balances	3,193,568	1,894,010

Community Settlement

With most of the Pandemic protocols gone and all of us settling in our new “normal”, the number of immigrants and families arriving settling in our community has expanded. As a highlight, during this fiscal year, our staff kept really busy, trying to provide support to the many displaced Ukrainian citizens who arrived in our region and province, looking for safety and new ways to start their life.

	4862	Clients
	16262	Direct Services
	173	Group Session
	1903	Group Sessions Participants
	1552	New Families



*"I received the services from HMC and ** since I came to Canada. I was lost and they helped me with a lot of stuff like OW and rent and IRCC applications and taxes and employment and I am very grateful for the support and orientation from ** always with an smile and positive attitude and dedication and patience.*
" A.B

"Every time I sit down and work with you, I am amazed at your patience, your attention to every minute detail, and your humble gentleness. You are a gift to people like me who are undergoing a difficult period in their lives and need your help and expertise, and also to the organization you represent. May God bless you abundantly for the blessing that you are!" Sh.T

*"I thank the HMC for their great service with providing anything I needed. Specifically I would like to thank ** for her services even outside her working hours, she is glad to be of help. She not only helped me but also my friends. Thank you for the excellent service ..."* D.A.

I would like to thank you very much for helping me and your interest in my topic and for responding to me quickly and not delaying in helping me. I am really happy to have known you. Thank you very much" . M.F

Community Settlement

As part of our settlement services, which we consider the entry door to life in Canada, we provided information and orientating to life in the country, referred clients to other HMC services or to services in the community; provided short counselling and connected clients with government, social, health and mental health services. We connected the most vulnerable with the services required: All with a kind heart, in their own language and with a welcoming attitude.

We are proud to have worked with people from many countries who are now calling Canada and Halton their new home. Our team went above and beyond, trying to accommodate clients needs, out of the regular office hours: We provided services online and in person, and supported individuals, in the evening, on Saturdays, early mornings, etc.



Youth Settlement

The Youth Settlement Program has achieved **remarkable growth** and impact over the past years. Committed to empowering newcomer individuals of all ages, the program focused on providing settlement services to the youth and their families within their school communities, with an emphasis on providing them with an inclusive environment, platforms for skill development, mentorship opportunities, and career guidance referrals. Lack of affordable housing and employment opportunities remain the biggest challenges for newcomer families. Our YSSs play a crucial role in supporting new families in providing resources and connecting them with proper services based on their needs.

With the Covid-19 pandemic, the YS program continued to provide tailored virtual and in person workshops and sessions through hybrid model. The increasing complexity of settlement needs for our clients requires more competency training for YSSs, especially when it comes to newly hired staff.



3688 Clients



9757 Direct Services



156 Group Session



1238 Group Sessions Participants



“As an immigrant when you come to a new country you face many challenges and among them the most important is to get a right advice for your future. We were lucky that we got Samina as a councilor, she has been a blessing for us through all these years. She guided us in everything whether getting a driving license, choosing a career college or getting financial help for kids for their winter clothes and boots. She was always there for us. She is very professional and her dedication towards her clients is unmatched.”

Youth Settlement



"I want to express my sincere gratitude for the exceptional support and guidance provided by our settlement worker Mrs. Samina Rathore. Her empathetic nature and approachability made us feel at ease from the very beginning. She not only understood the challenges that newcomers face but also went above and beyond to assist us in various aspects of settling into Canada. Her guidance in job search, career advice, and helping us navigate our child's new school was invaluable. She connected us with essential resources for initial settlement and even organized a community picnic, fostering a sense of belonging. Her support has made a remarkable impact on our journey, and we truly appreciate her dedication."



Community Connections Youth

In our CCY Department, we have had **numerous successes** in the past year. With youth programs and events that have acquired over hundreds of members and participants, our department has had the privilege of aiding Halton newcomer youth in plenty of ways. Some of those youth projects and activities include: peer tutoring, summer camps, leadership programs, an anti-oppression program, sports, and art. These programs have successfully integrated youth through education, exercise, socialization, community involvement, and creativity.

Furthermore, we conducted volunteering opportunities for high school students at seniors' homes or through Conservation Halton to improve civic engagement and strengthen their sense of social and community responsibility while having fun. Some challenges that we faced were language barriers, unmotivated or exhausted youth who do not commit, limited transportation access, cultural misunderstanding, and isolation. Nevertheless, we are actively taking steps to mend these issues with the help of our translators, social workers, family members, teachers, and other peers.



495 Clients



891 Direct Services



255 Group Session



2976 Group Sessions Participants



"This is Molly from the previous HMC summer camp writing to you. I just want to thank you for your hard work and for creating this wonderful experience for all of us. It was an amazing experience and I learned a lot about Canada. So I really want you to know how much we appreciate you and Alex's hard work in helping all this happen. Thank you!"



Language Program

All twelve HMC online and blended/hybrid LINC classes ran successfully, with **100% enrollment** and over 97% attendance based on contracted seats. This high level of attendance demonstrates the commitment of the clients to their language learning journey.

The recent results of the annual LINC survey were positive, with 95% of respondents reporting an improvement in their English language skills after attending HMC LINC classes. This improvement has enabled them to communicate and function effectively in Canadian society. Additionally, 98% of respondents would recommend HMC LINC classes to a friend. These results demonstrate the effectiveness of the HMC LINC program in meeting the language learning needs of the community.

To enhance the learning experience and meet the community's needs, some of the language classes were changed from online to blended learning format. This change allowed clients to attend classes in person, making it possible to use many more teaching resources and activities that could not be used online. Furthermore, one of the CLB Pre-2 classes was changed to a second CLB 2-3 class, which helped meet the community's need for types at that level.

The HMC LINC program continues to provide a welcoming and supportive community where clients have positive

interactions, build social networks, and experience success in their language learning.



12

Successfully ran LINC classes (Pre CLB to CLB 7)



381

Clients Attended LINC Classes



100%

Achieved Enrollment



97%

Average Attendance



4539

Achieved Instructional Hours



"I want to say that today I passed The Citizenship test this is a big achievement for me. This credit goes to you and HMC Connection Centre. Thank you so much to help me make Canadian women. Take care and Have a nice day. Best Regards" M.M.

"Our teacher is highly qualified. Every lesson she teach us with great patience and enthusiasm. She loves her job and tries to help students learn English quickly and easily". N.K.

Language Program



"Congratulations to HMC on the 45th anniversary! I just joined in HMC CLB 5-7 class in the middle of February, although I am a new student, I have felt the warmth from my fantastic teacher and classmates, and also from different department members. They taught me how to use google classroom, they sent me learning resources and information by email almost everyday, and also they arranged a volunteer to practice my oral English, so that I feel my English improved a lot during such a short period. Now I can have a conversation with my neighbours and my kid's teachers, we can talk in detail most of the time, and I do believe that I will learn more from the enjoyable HMC in the future! Thanks and Happy 45th anniversary!" Y. L.

"To all Members of Halton Multicultural Council, I am writing this to express my well wishes and my warmest congratulations to HMC on their anniversary. Wishing that your organization will continue making a difference in our communities. Your efforts have brought people all together from all different background as newcomers and helped them settle into a new environment. And I have personally experienced the benefits of your services, such as LINC classes and computer training have helped me in moving forward in my goals. In addition your teams expertise patience and passion for teaching have helped me to integrate and feel more connected to the community I am grateful for opportunity to learn from you and appreciate the time and effort put in making the program to success." M.A.O.



Employment Supports

Job search is a self-regulatory process

Job search is a transforming adventure, a self-regulation process that leads immigrant job seekers on a road of empowerment. Recognizing the tremendous potential that newcomers bring to Ontario and Canada's workforce, newcomers to Canada can still face multiple obstacles that prevent them from getting jobs. Our Employment Supports team break down these obstacles by providing immigrants with the skills, information, and assistance they need to integrate into the labour market. Individual success stories from clients

highlight the value of HMC Connections' services. One client, for example, came in Canada in April 2022 and was looking for a job in sales, marketing, or customer service. The client obtained assistance from an Employment Specialist in understanding the Canadian labor market, developing job search strategy, and compiling application documents. The client was hired in June 2022 as a Sales Representative for Telus products and services at the marketing firm "Connection6 Group". The client's commitment and hard work, even after just a month in Canada, were impressive.



Employment Supports

Navigating the job search landscape requires a solid sense of purpose, self-awareness of one's abilities, and a strong desire to contribute. Nonetheless, despite Canada's growing diversity, refugees, newcomers, and ethnic communities frequently face barriers to meaningful employment and true self-expression in the workplace.

HMC's devoted and skilled Employment Support Specialists deserve our heartfelt gratitude. Their constant dedication to supporting newcomer job seekers in their search for work is admirable.

If you need assistance with your job search, please connect with us. Our Employment team will support you to become independent and effective in your job search.

	1269 827	Unique Clients New Assessments
	243	Clients Secured Employment
	3456	Visits
	1050	Follow Ups
	118 1122	Job Readiness Workshops Participants



Partnership with Food
Processing Skills Canada (FPSC)
– 10 online courses nationally
recognized e-certificates



WES Gateway Partnership,
Accenture Skills to Success
online Exchange Courses
accessed by 125
unique clients



"Sandu came in Canada in April and was looking for a job in sales, marketing, or customer service. She obtained assistance from an Employment Specialist in understanding the Canadian labor market, developing job search strategy, and compiling application documents and was hired in June as a Sales Representative for Telus. The client's commitment and hard work, even after just a month in Canada, were impressive."

Job Coaching

Hiring immigrants and refugees is a smart business choice

Supporting immigrants and refugees to find meaningful work is a top priority. It expedites their integration and their ability to participate in society fully. Immigrants and refugees always want to start rebuilding their lives and become self-reliant again. In addition to providing an income, work makes them feel valued and proud that they are giving something back. An entry level job can also be a stepping stone to better things.



"I have been in Canada since 2015. I was a student in Emirate of Arab. I found this program active language learning topics are very useful and so interesting. Also help me to develop conversations without felling shy. In each lesson we learn a new vocabulary and how to form correct sentences. I am very grateful for our teacher who is teaching us such an enjoyable way. Thank you."



Job Coaching

HMC Job Coaching Program is a well-designed service that can make a remarkable difference because some of our newcomer clients often lack language skills and contacts who can advise them on how to learn job-related skills, find work and pursue a particular career.

HMC is very fortunate to have committed and dedicated Employment Coaches and an English for Employment Language Instructor, we are appreciative for their hard work and steadfast dedication to serving our clients.

Our goal is to provide our clients with more than a "survival job" and while many of them because of language barriers are

willing to work in areas different than their background, our main objective is to motivate clients to become less dependent on government assistance and create a career plan to make them sustainable and financially independent while building Canadian experience.

We are actively reaching out to potential employers and work closely with them to arrange and provide additional support for clients with low English ability so they can adjust more successfully to the workplace. We encourage and support employers to set clear expectations and ensure clear information is provided about their workplace's cultural norms and processes for newly hired immigrants.



"I really appreciate your time for teaching me English. This program has made me more confident in expressing my thoughts. I was able to complete my degree in college, because I could easily understand the course content and do the assignments. However, I have problems with speaking in job interviews and communicating in daily "life. My goal is that in 6 months I will be applying for a job. I am taking this program now, because I believe this program will improve my speaking and it can help me get a job offer in the future. This program is so helpful. Thank you so much again for your support. Have a wonderful day."

Community Connections

This fiscal year, we are able to have in-person programs at our Speers, Oakville, and Burlington offices. We collaborated and partnered with Milton and Oakville Libraries. We opened three English Conversation Circles (ECC) at three Milton libraries, one ECC, and one French Conversation Circle (FCC) at Oakville libraries.

We have partnered with ELCO (English as a Second Language Learners Club of Oakville) to conduct ESL Conversation groups at Speers, Oakville. We continued our Wellness Conversation programs with various activities promoting healthy well-being.



"We greatly appreciate the support we received that day. The work that the HMC offers is excellent."

"So far, the best experience I have ever had in Canada. Thank you so much to the HMC-CVITP Tax volunteer."

"I have an amazing mentor. He went through a lot of info on how to proceed with my Career here in Canada. In the meantime, I had been contacted by an employer asking to join their team. It was a great opportunity. I took it, and I am now a full-time employee." - A.Q.



Community Connections

Our online ECC has grown into two groups per English level (Basic, Intermediate, and Advanced) to accommodate the growing registrations and reduced waitlist. We continued to support the HCDSB newcomer adult community by providing ECC twice a year.

There are 70 Mentees matched for language Mentors and 68 Mentees matched for career Mentors. These are the four group mentoring programs offered this fiscal year:

- I am Remarkable
- Wonderful Wizard of HR
- Internship program with Career Edge
- Career Mentorship with Innovative Food Brand

Our annual New Year's Around the World was held for the first time in person at our Burlington office location. Multiculturalism Day event brought attention to some government officials and other organizations willing to collaborate and partner with HMC.

We recruited and hired new Facilitators, Mentors, and CVITP Tax clinic volunteers because not all Volunteers are available when needed or would continue to volunteer for more than a year. This will be a continued effort to sustain and support our programs. In recognition of our Volunteers, we held an Appreciation Paint Night event. Four HMC volunteers have been recognized by Volunteer Halton,

MP Karina Gould, and RBC for contributing to the community and supporting our newcomer programs. Our volunteers are the pillar of Community Connections programs.

HMC Connections has successfully celebrated **Multiculturalism Day** for many years bringing people together from different cultures. Attendees are introduced to the diverse community in the Halton region, and everyone has the opportunity to know the wide range of services available to them. It is a fun way to experience heritage and enjoy various cultural performances.



317 Group Sessions
3313 Attendees



652 Direct Services



138 Matched Mentees



231 Volunteers
87 Orientation Sessions



10 Cultural Presentations



264 Filed Income Taxes through the CVITP program

Transitional Housing Services

HMC's Transitional Services focus on filling the system gaps and providing clients with short to mid-term support that will serve as stabilizers while clients get out of crisis or settle in their new Country.

HMC's Transitional Housing has been servicing single mothers and families who find themselves homeless, temporarily residing in a shelter, and need dedicated case management to reorganize their lives, access long-term support or achieve housing stability.

During 2022 and 2023, we hosted 14 newcomer families. This number is lower than in previous years since the high cost of rentals and the increasing numbers of single mothers victims of domestic violence are forcing the "one-year" program, to extend tenancy and services until families reach enough stability to access market

rent or get a housing offer from provincial or Regional long-term programs.

Out of these 14 families, 4 families were able to move to market rent, 2 individuals completed College education, and 3 individuals found full-time employment.



14 Newcomer Families



4 Families Moved to Market Rent



2 Clients Completed College



3 Clients Found Full Time Employment

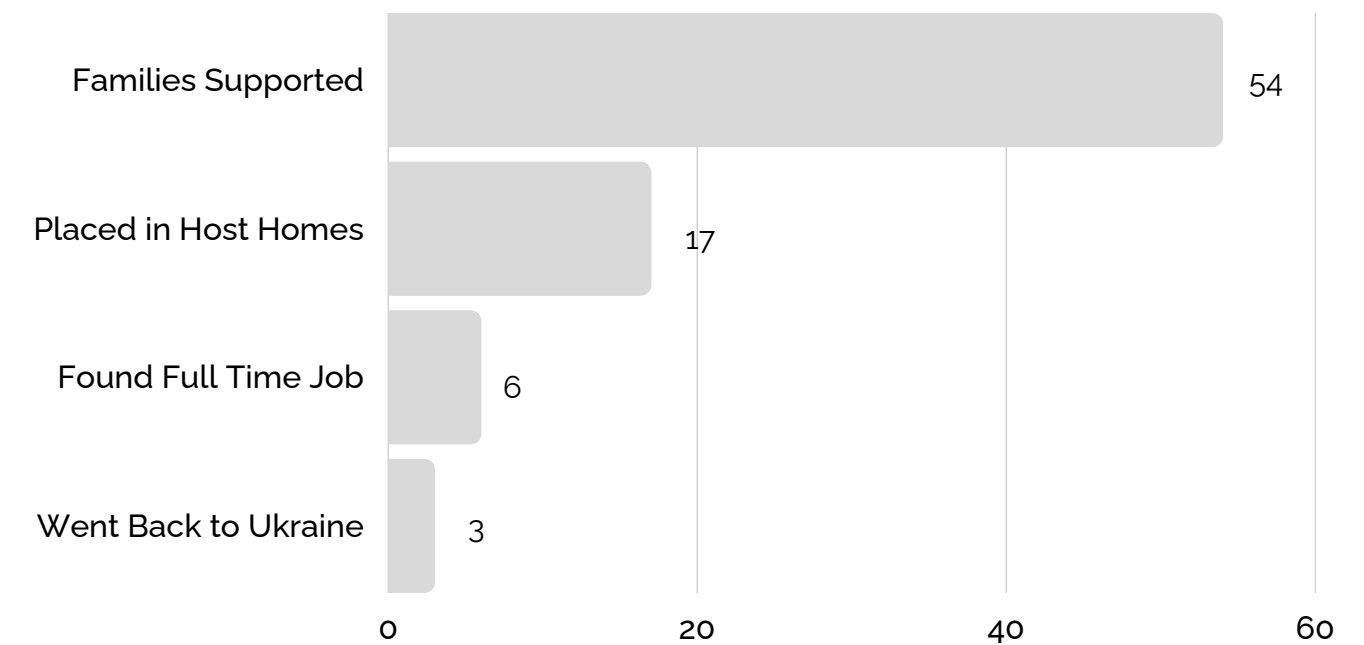


Transitional Housing Services

Transitional Housing for Ukrainians

With the support of Halton Region, we are currently supporting 54 families. They received free furniture, mattresses, and household items. 17 individuals were placed in host homes. We are providing case management, settlement services, rent subsidies, and gift cards for groceries and basics.

All adults in the program had found employment. Six families found full-time jobs earning more than minimum wage. Participants also attend English classes, and some are taking college courses. Three families went back to Ukraine.



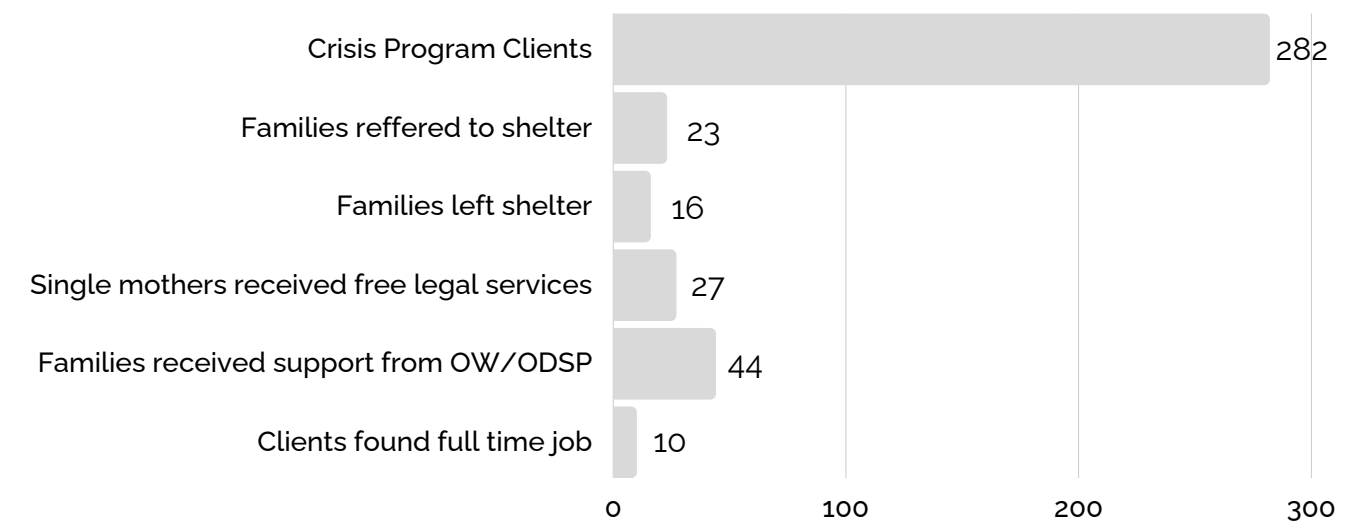
"I want to say thank you very much for supporting me this year with the housing subsidy! During this year, found my dream job in IT, bought a car, and found my soulmate for me and my son! Without your support, I don't I know how I would survive. I feel safe and confident! Thank you so much." V.M.

Transitional Housing Services

Crisis Program

Our crisis program provides fast and proactive intervention in urgent situations. Our Crisis Specialist assesses risk, creates an initial safety plan, recommends solutions, and makes referrals to the appropriate agencies. Fast intervention might help our clients to overcome their complex issues such as Family breakdowns, domestic violence, and homelessness. During the last fiscal year, we served **167 clients**. Our crisis clients received settlement and legal services, food

vouchers, access to other basic needs, financial assistance through the local community, referral to shelters, mental health and counseling. 18 families were referred to the family shelters; 14 families left the shelter and found market rent, 25 single mothers were able to receive free legal services for custody and access to child support, 37 families received OW/ODSP, 10 clients found full-time jobs and left OW; all clients attended information sessions.



"I would like to express my gratitude and appreciation for supporting me with my crisis and homelessness. I was about to break down and lose everything. Now I am confidently growing with my career, I have my kids back with me. I will continue working to improve my life. I feel safe and confident" S.A

Healthcare Connect (HC) Program

The HMC Healthcare Connect (HC) program offered an avenue for internationally educated healthcare professionals (IEHPs) to explore career options that enabled them to establish stable, long-term employment in their respective fields. Participants received guidance and support through mentorship and coaching throughout their job search process.

The HC program ensured the successful integration of IEHPs into the Canadian labour market, effectively meeting the future demands of the health and social service sectors. This encompassed various roles such as physician assistants, ultrasound technicians, pharmacy assistants, phlebotomists, and IVF coordinators.



75

Paid Placements



542

Clients



46

EHP's in
Phlebotomy, IM,
and EMR



268

Healthcare
Employers



41

Healthcare
Employers Across
GTA



Healthcare Connect (HC) Program

Our program actively worked to eliminate systematic and professional obstacles faced by IEHPs, leading to its inclusion in the internationally trained professional access coalition and membership in Ontario Health's patient family advisory committee.

Collaborating with stakeholders and community partners significantly enhanced the delivery of our services and facilitated connections between our clients and healthcare service providers. We also provided healthcare training and issued micro-credentials, certifying 46 IEHPs in Phlebotomy, IM (intramuscular injection), and EMR (electronic medical record)

skills. The program has supported 542 clients, offering them valuable paid or unpaid Canadian work experience. This opportunity has benefited 75 highly skilled newcomers by reducing barriers to entry into the healthcare sector.

The program reached out to 286 healthcare employers and actively worked with 41 healthcare employers across GTA. Building on the program's success, HMC secured an additional one million dollars in funding from ESDC, enabling the expansion of the program. The project has been overseen by the College of Physicians of Ontario.



"I'm happy to let you know that I've accepted the position of respiratory technician at MLHC (Mississauga Lung Health Center). The framework, organization, setup, and assistance you provided me with right from the beginning of the process when I registered in the HMCC program was simply exceptional. There was no way this could go wrong, beginning with the clear and informative intake session, continuing with the educational seminars led by both you and Ayesha, and concluding with our effective 1:1 mock preparation you and I had for the interview. The interview process and the employer pleasantly surprised me, which only goes to show how carefully you select your network of partners and companies. To add to the good news, they increased my compensation by 25% over the initial offer, and I've been happy with my employment and the workplace atmosphere. Shazia, once again, I want to thank you for all of your assistance, professionalism, knowledge, and compassion you showed me throughout this process. I sincerely hope you have the best of luck in the future helping more and more internationally educated healthcare professionals who have a lot to contribute to the Canadian workplace." R.E.

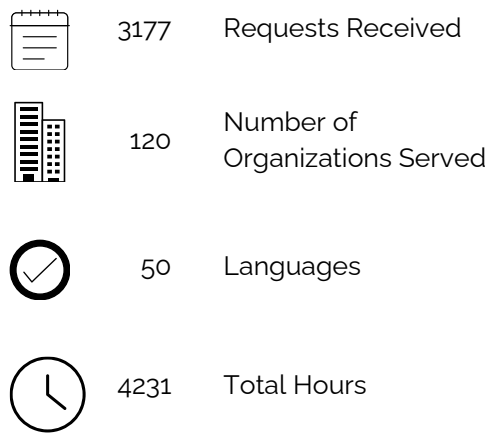
Interpretation and Translation Services

Language interpretation plays a crucial role in facilitating effective communication between Newcomers who speak different languages. It is the process of translating spoken or signed language into another language with the cultural context in real-time, allowing people from diverse linguistic backgrounds to understand and interact with service providers in Halton Region. The importance of language interpretation is evident in various contexts: Cross-Cultural Communication accessibility, emergency/crisis cases, education, negotiations, and more.

HMC was able to bridge this gap by providing interpretation into 150 languages by 450 skilled and professional interpreters within the area of healthcare, mental health, social programs, schools, transportation, emergency services and many other areas. HMC provides translation services to different material styles into 150 languages, such as documents, subtitles, voiceover and webpages. This year HMC completed more than 500 projects in translations.

Languages Requested:

Arabic, Mandarin, Spanish, Ukrainian, Russian, Urdu, Farsi, Turkish, Dari, Vietnamese, Punjabi, Polish, Korean, Portuguese, French, Romanian, Pashto, Tagalog, Cantonese, Tigrinya, Albanian, Croatian, Japanese, Hungarian, Somali, Serbian, Bengali, Hindi, Nibali, Tamil, Swahili, Telugu, Greek, Dutch, Italian, Macedonian, Malayalam, Amharic, Bulgarian, Czech, German, Gujarati, Kurdish, Sinhala, Slovak & Thai.



Interpretation and Translation Services



"I had the pleasure of working with HMC Interpreter. The Interpreter has to be applauded for the professionalism and calm demeanour. We had an intense 3 hr. interpretation. The Interpreter's accommodation was so much appreciated because I have had interpreters say – I'm sorry, I have another appt. I would recommend HMCIT services as their interpreters are very skilled, professionals and know what their role is." - Halton Region

"I just want to express my appreciation for the professionalism showed by Spanish interpreter assigned to my OW Intake. The Interpreter's work to be the epitome of professionalism. So happy that she is back. I look forward to having her assigned to any of my Spanish or French translations." - Ontario Works

"I had the pleasure of working with HMC Interpreter. He was punctual and professional. He treated my patient with kindness and compassion. He interpreted very smoothly and clearly, helping the session run without confusion or difficulty. It was really such a great experience and I hope to work with him in the future. I hope you can send along my feedback to HMC Interpreter and whoever else may be appropriate."



Social Innovation

Cultural Diversity Sessions Virtual, In Person and Self Learning

Cultural diversity training for service providers aims to enhance their understanding and competence in working with individuals from diverse cultural backgrounds. Such training can lead to various positive outcomes that improve the quality of services provided and promote inclusivity.



HMC delivered different modules on cultural diversity session such as self reflection, language matters, terms to understand and foster inclusion, anti-racism is a collective journey, developing an ongoing practices that is culturally responsive and client's centered.

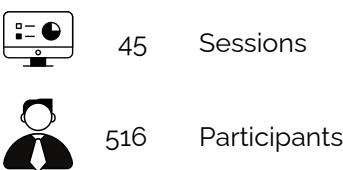


"I wanted to express my sincere gratitude for providing the insightful and enlightening cultural diversity training. It was an invaluable experience, and I feel privileged to have had the opportunity to learn from your expertise."

International Student Connect

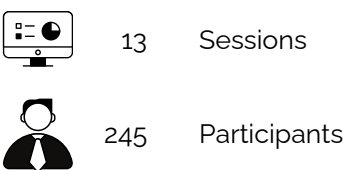
Delivered 13 sessions for 245 participants on Filing Income Taxes in Canada, Immigration Pathways, Housing and Workplace Culture.

Participated as a Board Member of nine Committees with the goals of:
Commitment to building capacity, focusing on diversity, equity and inclusion in building welcoming communities & Increase level of cultural awareness.



Orientation to Ontario

Delivered 45 session virtually with the attendance of 516 participants in Arabic, Urdu, Chinese, Korean and Dari.



Finance and Operations

Swati Vyas, Manager of Finance and Administration, Marta Karmasz, Finance Administrator, and Betty Ju, Operations and Finance Specialist, work to take care of the finance and operational needs of HMC. They ensure timely invoicing/ collections, and payments to vendors including staff reimbursements.

The team manages payroll and benefits

administration and ensures compliance with statutory bodies and funder requirements. HMC has been expanding in newer programs and yet all the reporting deadlines, including funder audits, have been successfully managed. This team also manages operations including maintenance for all the HMC locations.



Administrative Services

Our Administrative Assistants are always ready to welcome newcomers and assist our HMC staff.

They all speak another language besides English, providing multilingual customer service experience and cultural understanding to our diverse clients. They strive to build positive customer relationships by speaking their native language if necessary when there is a language barrier.

They are the first contact to handle clients who are unhappy, anxious, impatient, angry, and showing stressful behavior. In spite of these, they show compassion, decompress clients, and seek help from our supportive Staff and Managers.

Their function is the most important in keeping everything running smoothly behind the scenes, directing the right Information, and communicating to the

specific team or person.

They manage our office to ensure we have enough supplies and act quickly to resolve issues such as repairs, flooding, cleanliness, and keeping our office safe. They have the skill sets and multi-task while supporting various team services and HMC events.

They are resourceful in responding to client's questions and addressing them accordingly. Our Administrative Assistants are committed to upholding HMC's mission of helping newcomers and working together for One Community for All.



1822 Chats Answered



9142 Visitors in All Offices



116 Comissioner of Oath Services



We wanted to extend our heartfelt gratitude for the incredible work and dedication showcased in HMC Connections' Annual Report 2023. Your tireless efforts in promoting multiculturalism, supporting newcomers, and enhancing cultural understanding are truly commendable.

We are grateful for the collaboration and partnership that has enriched our shared mission.

Once again, thank you for your outstanding contributions, and we look forward to continued collaboration in the future.

HMC is proud to acknowledge the following Funders:

Funded by:



Immigration, Refugees
and Citizenship Canada

Financé par :



Immigration, Réfugiés
et Citoyenneté Canada



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