

ANNUAL REPORT OCTOBER 2019

HALTON MULTICULTURAL COUNCIL



Message from our Executive Director



Kim Jenkinson

HMC CONNECTIONS 2018-2019 BOARD OF DIRECTORS

- **Arish Koorshed, President**
Assistant Ontario Crown Attorney
- **Cindy Sudac, Vice President**
HR Director
- **Mary Rose van Kesteren, Treasurer**
AVK Solutions Incorporated
- **Eleonor Kerr, Secretary**
HR Manager, Hillfield Strathallan College
- **Louis Tsai, Director**
Retired Engineer and Insurance Broker
- **Zee Bilwani, Director**
Relationship Manager for High value clients with HSBC
- **Elizabeth Molinaro, Director**
Lead, Patient Engagement and Community Outreach, Local Integrated Health Partnership (LHIN)
- **Julie Alleyn, Director**
Talent Development Manager – IBI Group
- **Jeffrey Breau, Director**
Total Rewards Analyst, Human Resources Sonoco Canada Corp
- **Inspector Jeff Sandy, Director**
Inspector, Halton Regional Police
- **Ross Bragdon, Past President (non-voting)**
Retired IT Vice President & CIO

2018/19 was a busy and exciting year for HMC, it has been a year of celebration and a year of growth. As we came into our 41st year of serving the community we have had opportunities to increase our programs for vulnerable and professional newcomers while continuing to provide all of our core settlement services.

In May 2018 we began to run our Career Accelerator for Foreign Trained Health Care Professionals (funded by Employment and Skills Development Canada) and with a newly hired, highly professional staff team the program has exceeded all of its goals and changed the lives of many professional newcomers. In September 2018 the new Job Coaching supports began to work with people with low levels of English and get them into jobs and support them with on site English lessons as well as direct practical help with speaking and listening in English.

Our Board of Directors had some turnover as a few of our long serving Board members completed their 8 and 9 year terms. A big thank you to Ross Bragdon, Bitu Watts, Karen Baring, Inspector Ivan L'Ortye, and Desa Hobbs for all their time, energy and commitment to HMC. HMC recruited from the LHIN and from the Canadian Human Resources Institute and we now have a full compliment on our Board and we would like to welcome Mary Rose VanKestern, Cindy Sudac, Eleonor Kerr, Zee Bilwani, Liz Molinaro, Jeffrey Breau and Julie Alleyn to our Board. The Board is looking to recruit people from ethnic and faith communities, if you have an interest please send us an email at info@hmcconnections.com. If you'd like to know a little about our Board their profiles are on the HMC website.

2018 also saw us move our Milton office into the Milton Mall and we are so pleased with the increased visibility and traffic to our office! The Mall has been very welcoming and accommodating with our various events – both our New Years Around the World and our Job Fairs have been fantastically successful over the past year. We also held our Multiculturalism Day last June in Milton and although it looked like we were going to have a great turnout the event was called for rain. Sun is forecast for next year as we head back to the green space behind the Milton Sports Centre – which is an ideal location for our picnic.

By the time this Annual Report is printed, the Canadian federal election will be complete. In this and in all elections I sincerely hope you took the time to vote, it is your privilege, your right and your duty.

Thank you for coming to our AGM and for helping us celebrate our success and passion for helping newcomers, immigrants and refugees from all of our staff, Board and volunteers at HMC!

Kim Jenkinson, Executive Director

Financial Report

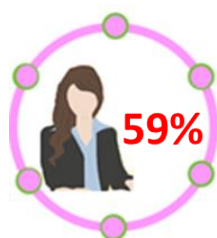
Income Statement

	CAD \$ 2018/19	CAD\$ 2017/18
Revenue	\$ 4,675,359	\$ 4,309,049
Expenditures		
Salaries and Benefits	3,147,097	2,760,227
Other Operating Expenses	1,362,654	1,241,435
Amortization	173,919	108,256
Net Operating surplus (deficit)	\$ (8,311)	\$ 199,131

Balance Sheet

	2018/19	2017/18
Net Assets		
Current Assets	\$ 628,741	\$ 680,237
Capital Assets	921,347	978,579
Total Assets	\$ 1,550,088	\$ 1,658,816
Liabilities		
Current Liabilities	\$ 203,155	\$ 274,367
Deferred Grants	567,782	593,401
Long-term Liabilities	33,602	37,188
Fund Balances	745,549	753,860
Total Liabilities and Fund Balances	\$ 1,550,088	\$ 1,658,816

Statistics: A year in number at HMC Connections

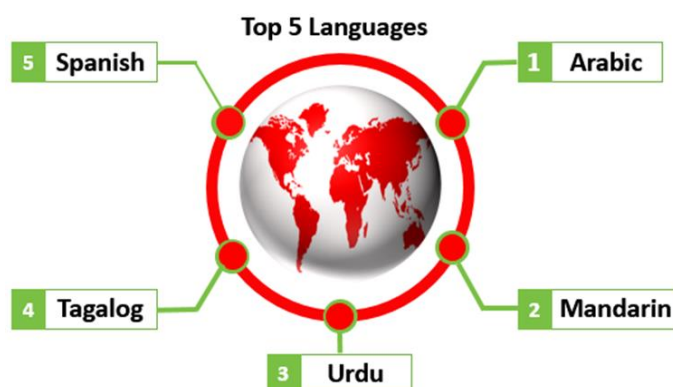


59%

11,104 Unique Clients Assisted
24, 434 Visits – **168, 932** Services Provided
768 Group Sessions and Workshops



41%



Community Settlement Program



Newcomer Clients served in their first language:

- ☒ English
- ☒ French
- ☒ Arabic
- ☒ Mandarin
- ☒ Spanish
- ☒ Hindi
- ☒ Urdu
- ☒ Tagalog
- ☒ Romanian
- ☒ Dari
- ☒ Persian
- ☒ Punjabi
- ☒ Russian

Our team of settlement specialists provide newcomers to Halton with personalized and individual assistance tailored to their needs. Our staff supports clients with a number of things. From providing information and referrals to different services in the community to step by step information on how to access local and regional services offered by community service providers. They also assist in the completion of forms and applications for these services and programs, as they can be overwhelming for new immigrants.

However, the proper settlement of immigrants is not only a process for the newly arrived individual or family; it is also a learning curve for the whole community to make those individuals and families feel welcomed and integrated without barriers.

Our Settlement specialists work closely with the clients and their families while

simultaneously working with community partners to make this journey easier for our newcomers. Currently, most service providers are working with a "client-centric approach", allowing all community partners to work towards the same goal.

One example of a committee where our Community Settlement specialists take a part in and advocate on behalf of newcomers, is the Oakville Hospital's "Health and Equity Committee". Their participation has played a major role in providing feedback so the hospital could expand to include more multilingual and multi-faith resources. We have voiced the need for more inclusive and culturally sensitive training for staff. We have also shared the concerns of patients who need dialysis twice a week traveling to Oakville (with transportation and language barriers), as well as shared billing concerns from our newcomer clients with the hospital's finance department.



15 Canadian Citizenship Sessions

Another example of a committee we participate in is the "Community Partners committee for children with differing abilities". We have worked on practices to increase inclusivity and shared experiences pertaining to the challenges many newcomers face. Due to the advocacy of this committee, we have seen how some member organizations have introduced cultural sensitive and inclusive training for their staff.

By being the voice of newcomers and immigrants in the region, we do our best to bring their needs to light and are seeing progression in making the community more inclusive and welcoming to all.

Community Settlement Program

(April 2018 to March 2019)

4,691 Unique Clients Assisted

9,608 Visits – **76,424** Services Provided



"I'm really grateful to you that you helped me a lot in the process to be done quickly. U understood me as a newcomer in Canada and speed up all my processes. No doubt you are real Gem of HMC. Because u understand others and give hope to others to stabilize them in a new society. God Bless You Always".

A.A - Client from Milton

Youth Settlement Program



132 Group Sessions/Workshops
1,128 Clients Participated



Newcomer Clients served in their first language:

- ☐ English
- ☐ Arabic
- ☐ Mandarin
- ☐ Spanish
- ☐ Hindi
- ☐ Urdu
- ☐ Tagalog
- ☐ Korean
- ☐ Punjabi

Youth Settlement Specialists work with in schools with newcomer families on orientation, awareness and referrals

Services at schools cover:

To Newcomer families

- Providing information and referrals.
- Promoting parent's engagement and networking.
- Conducting education and awareness building sessions.

To Newcomer Youth

- Education orientation.
- Organizing cultural events.
- Support, Advocacy, and Access.

To School Staff

- Cultural interpretation.
- Promotion of diversity and inclusiveness.
- Communication support.

To Welcome Centre

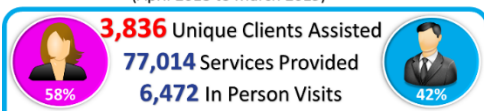
Every summer, welcome centers of both HDSB and HCDSB come to the peak season of new student registration. In order to achieve a smooth transition to school and life in Halton for the newcomers, youth settlement specialists worked closely with school staff to greet and deliver orientations directly at both centers.

The multilingual orientation greatly enhanced the newcomers' understanding of the Ontario education system. Follow-up settlement services also helped them access a broader range of community resources and eased their adaptation stress. This effective summer partnership project has gained YSP a highly positive reputation.

Youth Settlement Program provides timely, accessible and effective settlement service at HDSB and HCDSB schools helping newcomers transition and adapt to their new setting. Its stationary and itinerant service models have been proved to be a great success after around 10 years' practice. In the 2018-2019 fiscal year, more schools have joined in the list of settlement stations to meet the newcomers' needs. The multilingual and culturally diverse Youth Settlement team deliver direct services and group sessions at schools.

Youth Settlement Program

(April 2018 to March 2019)



"Our settlement counselor, has been extremely helpful in our transition to the community. She was not only a sea of information at the sessions but even on the meetings (which she was more than happy to have with us) about the activities that the community has to offer and everything else that we needed to know to help our kids settle in"

Client Testimonial

Community Connections Program

Community Connections connects newcomer clients to the community through volunteering, mentoring and group activities.



Community Connections program is one that facilitates a variety of groups for cultural education, language enhancement, skill-building, mentorship, and computer literacy. These volunteer-led groups provide an opportunity for volunteers and newcomers to work together, promoting relationship-building through discussion, orientation, and social and networking events. The program empowers clients to determine their interests and goals, receive the tools needed to thrive and

335 Group Sessions
2,282 Participants



grow in their community, and feel welcomed and engaged.

The Mentorship Program brings together internationally trained professionals and local volunteer mentors in their field. Mentors offer their time voluntarily to support mentees in meeting a range of goals: from English language skills, navigating Canadian society, accessing services, assistance in accessing employment, and learning more about Canadian society and culture. Mentees share their knowledge of different countries and cultures as well as their experience with immigration and settling in Canada. The program matches mentees from a diverse background with long term citizens or newcomers living in Canada for many years.

This provides opportunity and



encouragement for newcomers and community members to learn from each other as individuals.

Mentorship provides mentees with the knowledge and skills needed to support their integration into Canadian society. It also provides the mentor with access to information and experience that will enhance their own understanding of a new diverse Canadian society. To register or learn more mentoring please connect with Shinobu Yajima at syajima@hmconnections.com.

Mentorship is a two-way process of building cultural awareness and making connections

We would like to personally thank our volunteers who have been selflessly volunteering for us in so many ways. These individuals have been vital to the success of our Community Connections programs and our events. They have been offering friendship, assistance, and opportunities to build confidence and familiarity for immigrants in their new surroundings. Volunteers provide HMC their skills, time and abilities enabling us to provide many valuable services to our newcomer clients. Many of our programs would struggle to operate without the commitment and dedication of volunteers who generously share their time, expertise and commitment with us. Thank you!

Employment Support Program



Employment support Team

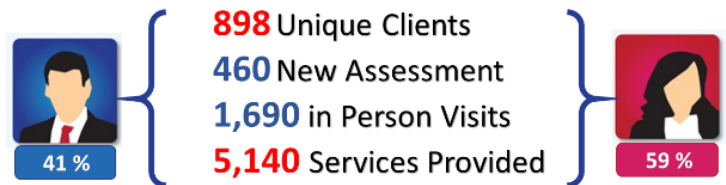
"Greetings for the day, I am writing to you to thank both of you and show my appreciation for all your efforts that helped and supported me in my job search. Yes, remember that Scotiabank opportunity for which you had contacted me in end-October/start-November. I have got that opportunity, even though, it took about 2 months to materialize.

So, to put it descriptively, I have been hired by Scotiabank as Financial Advisor Trainee for one of their locations and will be joining February 25, 2019. To reiterate, I am very thankful, particularly, to both of you at HMC Connections and immensely appreciate you all tirelessly working towards helping me and other newcomers like me succeed in Canada. "

V.C – Client Testimonial

Employment Support Program

(April 2018 to March 2019)



An opportunity to give greater support and guidance to those searching for employment.

Finding a job is one of the most essential criteria for successful integration into Canada. HMC Employment support program offers customized services that can help job seekers successfully find work that reflects their skills and experience.

The program's goal is to empower and support newcomers in overcoming barriers on their journey to employment, economic stability, quality jobs, and integration into life in Halton.

We continuously work with clients to prepare their resume, teach them how to dress for an

interview and advise them on what to expect in the job interview. We also coach them how they are supposed to work with an employer.

Services for newcomers are regularly developed and help them address their barriers to employment. We take initiatives to start new services because we want to promote **long-term self-sufficiency and self-reliance** for newcomers, not place them in dead-end positions. Recent partnership with Accenture is an example of new efforts being made to aid in the exploration of skill-building opportunities for job seekers.

The Skills to Succeed Learning Exchange is a flexible, cloud-based learning program offering to equip job seekers with tools needed to build the knowledge and skills to secure employment.

Skills to Succeed Learning Exchange courses are engaging and up-to-date and based on proven adult learning principles, providing practical solutions and on-the-job tools.

Online learning makes it easy to learn new skills, whether you're traveling or in the

comfort of your home. Clients can start immediately, anywhere in the region, as long as there is internet access.

Newcomer job seekers have the freedom to juggle their daily commitments because they aren't tied down to a fixed schedule. Clients who choose the Skills to Succeed Learning Exchange courses tend to have other commitments, and prefer this mode of learning as it gives them power over how they will delegate their time towards different projects.

If you want to upskill yourself, or you want to learn something specific, this is the quickest, most accessible way to do it. Start at any time, do it anywhere, and benefit from guided learning. The information and resources offered by this course will help you prepare for and achieve success in your job search. All you need to do is set up an account and select the course that applies to you.

To register or for more information please contact employment@hmconnections.com.

Monthly networking groups for Internationally Trained Professionals (Engineers, Banking and Finance)



Community Connection Youth

The Community Connections Youth Program is focused on engaging with the newcomer youth in the 12-18 years' age bracket and introducing them to a multitude of opportunities and experiences in order to make their settlement in a new place a welcoming experience.

We aim to foster a positive environment where youth have the freedom to express themselves and be proud of their cultural heritage whilst also being sensitive to others'. Youth are encouraged to build strong social connections within their school and community by engaging in recreational, creative and educational activities.

Our activities consist of following programs:

- Educational/Literacy Program which is One on One Tutoring has been very successful in helping newcomer youth cope with the requirements of the Canadian educational system and also provide guidance with their school assignments. One on One Tutoring kept students focused and engaged in their lesson and more accomplished due to the volunteer tutor assistance in making study plan to strengthen the students' academic knowledge and academic discipline.
- Our Leadership Program conducted in our agency and Secondary Schools teaches newcomer youth social responsibility, collaborative learning, and social intelligence.
- Youth Art Program (6-week workshop) encourages youth to express themselves in arts and develops creative skills and build new friendships with other newcomers of different backgrounds.
- March Break & Summer Camp continues to have high attendance and successful engagement through building friendships and social skills; staying physically active; developing resiliency and confidence and learning the values of leadership.
- Our programs also provide volunteer opportunities to youth to emphasis on social responsibility and giving back to the community. Past volunteering opportunities include the donation of do-it-yourself gifts for Mother's and Father's day; Community Clean up; Tutoring newcomer youths with their assignments; assisting in community cultural events and many more.

Youth Tutoring



After school weekly tutoring sessions for Newcomer Youth in 3 Halton locations and we 81 youth participants

Weekly Art Workshop for Youth



In partnered with Art House. Youth attend workshop to learn artistic skills & techniques to express themselves. 15 Sessions

March & Summer Break Activities

Ice Skating, Laser Tag, Zumba, Art Workshops, Kickboxing and lots of fun



Offered in 3 locations



Career Accelerator Program

The Career Accelerator Program strives to provide a unique opportunity for Foreign trained healthcare professionals (FTHP's), to connect with alternative careers in their field. The objective is to improve their chances of landing a meaningful employment in their related field of work at the earliest and easing their inclusion in the Canadian work force. This requires constant engagement with different medical practices, agencies and bodies.

During 2018/19 we have been successful in establishing new connections with a number of large fertility clinics in the GTA. We have worked tirelessly over many months to build and develop relationships with several clinics, such as Anova Fertility and Reproductive Health, The Toronto Institute for Reproductive Medicine, Hannam Fertility Center, and New Life Fertility.

Most recently, the program was able to support an international medical graduate who had interest and experience in international development in the context of health care settings. As a result, the client was successfully placed in a research position where he was able to utilize his professional medical skills to create proposals and work on research initiatives with "World Vision Canada".

"Before coming to Canada from Nigeria, as a permanent resident, I had heard tales of how difficult it is for IMGs to find their feet, while working towards licensing and getting residency placements. So, I was excited to hear about the "HMC Connections program for IMGs" from my local HMC office. My first meeting with my assigned Job Developer-Business liaison was instrumental in helping me set realistic short and mid-term job goals. I was guided on possible job markets to apply to that would utilize my skills as an IMG and help me in my licensing process; informed about good Canadian work values and attitudes and my resume was polished for the Canadian job market. My liaison kept in constant touch regarding available job opportunities and I also let her know of places I had put in applications on my own, which she always made sure to follow up on. The fact that HMC Connections also provides services/benefits for potential employers served as an incentive, making me an attractive potential employee. I had two good job offers within 3 months of landing and HMC Connections was instrumental in helping me find and secure those offers. I would definitely recommend HMC Connections to other IMGs, for their unique and hands-on approach in helping IMGs find their feet!"

F.B - Client Testimonial



Services:

- Facilitating employment opportunities to navigate the Canadian labour market
- Development of individualized action plans
- Resume writing coaching
- Interview preparation
- Client empowerment to overcome barriers
- Job counseling and on-going support
- IMG Study Group (exam preparation)
- Conversation Circle
- Mentoring sessions

Career Accelerator Program

(April 2018 to March 2019)

471 Internationally trained health professionals assessed & assisted.



43 Employers providing employment opportunities for internationally trained health professionals.



Hosted **2** successful job fairs, **13** employers and over **100** newcomer job seekers.

Transitional Services

There is no secret that the GTA, Halton Region specifically, is facing serious shortage of affordable housing for many of the population. The overwhelming high rents low vacancy rates, ferocious competition for vacancy and the endless and very demanding list of requirements from landlords, are keeping decent living almost an impossible dream to many newcomers who want to make Halton their home.

This sad reality has helped Transitional Housing program to become a niche of hope for those who have the opportunity to join.

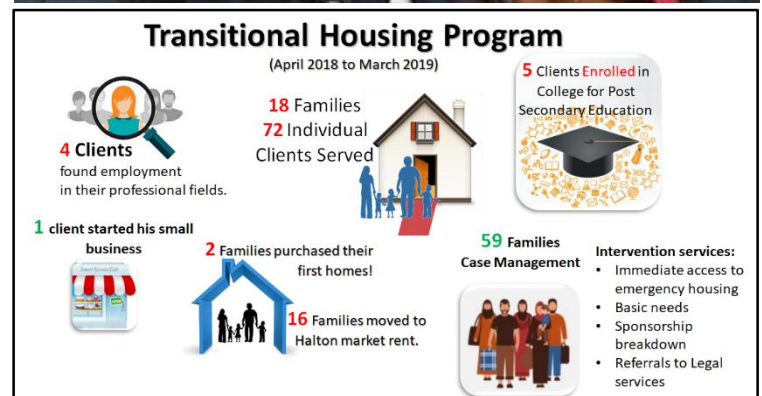
During 2018 and 2019, we had a big turnover of clients. We were able to serve 18 families with services such as case management, referral to employment services, educational programs, and life skills to become sustainable and financially independent.

The support of the newest HMC program: "Job Coaching and Active Language Acquisition" has been key in assisting those tenants with low English proficiency level in finding meaningful

employment and support their transition from subsidy to market rent.

Many of our families were able to start and complete an educational program, find employment in their careers or reinvent themselves with new businesses that gave them the freedom and independence necessary to leave social assistance or emerge from the low-income bracket and become full contributors to the Canadian society.

One of our most remarkable achievements this year was winning the application to Centennial



Scholarship from Appleby College for the second time in a row for one of our newcomer tenants. This is certainly a lifetime opportunity that will shape up the life of this kid and her widowed mother for the better.

"We just finished a wonderful experience in the Transitional Housing Program (THP) at HMC. This journey started when after a little while of being in Canada was able to bring my family, as happy as was of having my family reunited, was also facing a big challenge of finding a place for the 3 of us. That is when someone recommended me to apply at HMC for this unique program, and after a moderate paper work, and some background checks got assigned one of the units, which by the way had a recently renovated kitchen. Having this unit to start a life as family of new comers to this land was a huge opportunity to nicely settle in. The THP assisted us in solving several of the most important challenges new comers face when just arrive. First provided us with financial support as we paid a reasonable rent linked to the family available income, second allowed us time to build a credit record before going out and compete for a standard market rent, and third but no least the staff at the program were always willing to walk the extra mile with us, continuously followed up on the progress we made and provided us with all the valuable information and resources available to rapidly accommodate in this new environment.

During the + year we participated in the program, my wife went from level 4 to level 6 in the LINC program at HMC, and recently landed a part-time job with the assistance of HMC. On my side I was able to go back to the Banking industry where I had been for many years, and my son is a happy JK and Raptor fan follower. Happily, the program ended for us this past May and now we feel ready to continue the journey in this wonderful country.

Thank you HMC for all your effective, kind and warm assistance during these years." S.F - Client Testimonial

Job Coaching and Active Language Acquisition

Despite being the newest program at HMC, we are already creating a great impact in our community of newcomers and convention refugees who are interested in improving their language skills and finding meaningful employment as a way to quickly integrate in their new environment and become financially sustainable.

This program started in September 2018, after a successful proposal to IRCC. The program's main objective is to support low income newcomers with a practical approach employment program focused on language improvement, life skills, employment coaching, and establishing connections with local employers who need the skills but do not know how to find the right people.

Since the beginning of this program, we have assisted over 70 clients with resume preparation, health and safety training, advocacy with employers, on-site training, support for both employees and new employers in areas such as cultural education and entry to the Canadian labour market.

One of our biggest successes has been our partnership with IKEA Canada for their "National Refugee Employment Initiative". This partnership has allowed our team to assist refugees in finding fulfilling employment opportunities with possibilities of growing and developing a career path with one of the biggest employers worldwide.

The adult education teacher for language improvement is always creating engaging activities to encourage adult students to improve, speak and participate actively. We have run activities such as how to take the GO train, grocery shopping, visit the library and visit the Ontario Assembly. Students feel very motivated and improve quicker than being in a small classroom setting.

From manufacture to retail, construction to food services, our



signed an official partnership with HMC to employ newcomers.

coaches have been opening doors and shifting the mindsets of employers who were once wary of employing people with language barriers or ones who lack Canadian work **experience**.



Crisis Case Management

A crisis might be manifested in many ways and shapes, and it might hit any of our newcomers when they expected it the least. Our crisis manager has been an amazing resource for those clients who feel hopeless and for staff that have exhausted every possible resource.

The crisis worker has been able to mitigate the despair of those who are facing hunger, homelessness, separation, sponsorship breakouts, legal issues, etc. Her tireless work, great community connections and deep understating of navigating the public services system have been a relief for clients and staff who need to find an immediate solution to a case or keep a situation at least stable until other resources become available.

During this fiscal year, our worker was able to assist 59 clients. Once these clients were out of the crisis, they returned to regular settlement assistance.

"ALL CLASS IS LIKE NO OTHER ENGLISH LEARNING PROGRAM. IT IS A WONDERFUL AND UNIQUE PROGRAM. I LEARN PRACTICAL ENGLISH AND I PARTICIPATE IN REAL LIFE ACTIVITIES. OUR TEACHER ORGANIZED TRIPS TO TORONTO, PARLIAMENT OF ONTARIO, CN TOWER, PUBLIC LIBRARY, LOCAL RESTAURANT AND GROCERY STORES". WE TRAVELED BY TRAIN, SUBWAYS AND CARS. WE SPOKE TO NATIVE SPEAKERS OF ENGLISH, WE MET THE MPPS AND WE PRACTICED AND PRACTICED OUR COMMUNICATION SKILLS. I AM ALWAYS SO EXCITED TO ATTEND THIS CLASS. WE DO NOT GET THESE OPPORTUNITIES IN OUR LINC CLASSES" (CLIENT'S QUOTE)

Interpretation and Translation Program



providers with single message. The system also allows several people to access the information online at the same time, so management and accounting can use updated information as needed.



Interpretation and Translation Program (April 2018 to March 2019)

HMC Connections Interpretation and Translation program trains and provides language professionals to facilitate dialogue, understanding, inclusiveness, new perspectives and cooperation within the service providers and our communities.

The program had some important achievements by training newcomers that speak foreign languages; and, especially in dispatching interpreters by implementing a schedule system.

We provided pathways to work with people that speak languages (beside English or French), such as Arabic, Chinese, Korean, Spanish, Hindi and more. Through language assessments, interpretation and cultural bridging courses, mental health presentations, and code of ethics workshops we prepared them to work at HMC Connections as professional language interpreters.

We accomplished a great improvement in our interpretation office by implementing an interpreter scheduling system. We researched the market for different systems, learned how they work, analyzed their pros and cons and chose Aqua Schedules online scheduling system.

The HMCConnections scheduling online system allows the dispatcher to create, assign and monitor appointments and interpreters. A reliable and secure tool that helps increase the speed on dispatching and improved the reliability of the information by avoiding writing the same information several time.

Additionally, HMCIT has now a date base with information on the service providers, interpreters and languages that helps obtain faster and reliable statistics, and communicate to a specific group of interpreters or service



4,495 Hours of Interpretation for Service Providers



557 Interpreters and Translators covering 115 languages and dialects



39 Interpretation Career Orientations

38 New Interpreters Certified and hired



969 Translated Documents more than 120,000 words

Diversity & Cultural Competence Training

Diversity training is an important component of building social inclusion and competency for any organization. The key takeaways for participants:

Valuing Diversity: Seeing diversity as a source of strength and enrichment for Canadian society.

Self-Reflection: Diversity is about knowing ourselves and how we relate to others.

Perspectives Building: Participants will stretch their thinking to understand cultural difference beyond the obvious dress, food and celebrations.

Transformative: participants will build new knowledge and practical skills to enhance their work with clients from diverse background.

We have worked with

- The Halton Police
- Firefighters
- Children's Mental Health, and
- Senior Long Term Care Facilities

"Best training that I attended, it opened my mind to other cultural values and traditions."

Fire Fighter's Quote

To learn more about the trainings please connect with Hanadi Al-Masri at hal-masri@hmcconnections.com



Innovation & Enterprises Report

April 2018 to March 2019

Diversity & Cultural Competence Training & Consultation

HRPS, City of Burlington, Seniors Long Term Care in Oakville, OCASI Conference, Burlington Fire Fighters, Joseph Brant Hospital, Safety Drives Us and Metrolinx



40 Orientation to Ontario Workshops
572 Participants



4 Diversity & Cultural Competence Training
22 HRPS New recruits attended

Completion of Safety Drives Us Website



Language Program



The Language Program at HMC Connections plays an integral part in the social, cultural, and economic integration of newcomers to Canada. We provide key language training to facilitate their transition into Canadian life, as mandated by the IRCC (Immigration, Refugees and Citizenship Canada).

Our trained and qualified instructors have undergone vigorous Portfolio Based Language Assessment (PBLA) training, in order to provide students with high-quality assessments simulating real-world-tasks. With every passing year, the instructors build on the quality of these assessments, with an aim to challenge the students to achieve their full potential. Our monthly themes and information sessions are catered to

meet the needs of our students. The Language Program team is continuously collaborating with other HMC teams and local organizations, such as the Halton Regional Police Services (HRPS), Oakville Public Library (OPL), and Halton Waste Management, to provide information sessions that aid the integration of the newcomers.

In recent years, an influx of young families into the Halton Region has created an increased demand for childcare support service. Our one of a kind Language Program in Oakville provides Care for Newcomer Children (CNC), giving parents with young children an equal opportunity to focus on their language learning.

HMC's Language Program team continuously strives to provide newcomers with current language training to help facilitate their integration into Canada.

Testimonial from a client's adult child

"My mom has been studying English in your Program Language Instructions for Newcomers to Canada for almost two years. She has gained a lot of language knowledge and made many good friends through her study in your program. And we are so amazed by how much she has learned. She is very excited to share with us that she has learned how to go to the doctor, shopping, taking a bus, etc. I think your program is essential to make Newcomers to Canada as my mom merges into the community in a much easier way, and to live independently. Thank you very much for the wonderful program. We really appreciate it."



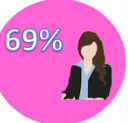
Language Program

(April 2018 to March 2019)

264 Clients Attended

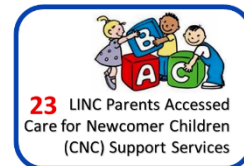


3,705.5 Instructional hours
6 Part-time classes & **1** Full-time class



2 Part-time Summer class & **1** Part-time Evening class
 (Literacy to CLB 7)

88% Average Daily Attendance



Special Events

Multiculturalism Day 2018

On Friday, June 22nd, 2018 HMC organized Multiculturalism day picnic to celebrate the rich cultural diversity in Halton region. The event was held North Park-Oakville and attracted more than 2200 people, who had the opportunity to learn about different cultures through 34 community booths and were treated to 15 cultural shows, folk dance, fun and arts.



Multiculturalism day -28 June 2019

New Year's Around the World

In pursuit of its mission of bringing people together, HMC Connections gave the Halton community a glimpse into the festive traditions of other countries at it's New Year's Around the World celebration event on Wednesday, March 7th, 2019. We welcomed more the 260 guests. The event featured 14 cultural booths including Canada, Afghanistan, China, India, Iran, Pakistan, the Philippines, Romania, Latin America and the Middle East.



New Year Around the World- March 7th, 2019



Grand Opening of our newest Milton location, with a ribbon-cutting ceremony performed by Mr. Gordon Krantz-the Mayor of Milton, on October 17, 2018.

Want to be a part of HMC Celebrations and Events?
Don't miss our updates on social Media!



Christmas Dinner- December 2018



Halloween - 2018

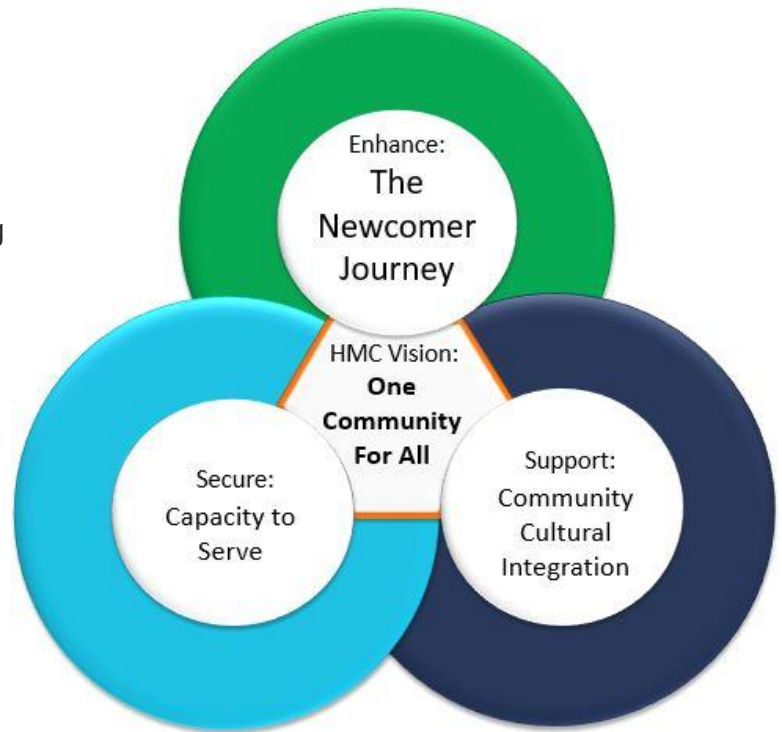
HMC Connections STRATEGIC PLAN

Mission – HMC helps newcomers settle and integrate into a community that is welcoming and inclusive.

Vision – One Community for All

Values

- Fostering mutual respect and understanding of each other.
- Building awareness and understanding regarding cultural communications and differences.
- Supporting the community to be inclusive, diverse, supportive and respectful.
- Empowering newcomers to live, work and belong while helping to preserve their own culture and uniqueness.
- Advocating for newcomers' rights and services.
- Establishing strong accountability to all of our stakeholders



Halton Multicultural Council

2018-19 Annual Report



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Special thanks to our funders and major donors for their continuing support:

- Immigration Refugee and Citizenship Canada
- Ministry of Children, Community and Social Services
- Region of Halton
- United Way Halton/Hamilton
- Maple Lodge Farms
- RBC - Royal Bank of Canada
- Employment and Social Development Canada
- Heritage Canada

Thank you also to our community donors, supporters and volunteers who have shared their generosity and time!

DO YOU WANT TO KNOW MORE ABOUT THE HALTON MULTICULTURAL COUNCIL?

To receive updates and highlights of HMC Connections programs and events please visit our website and join our weekly newsletter or email events@hmconnections.com

One Community for All