

ANNUAL REPORT

OCTOBER 2020

HALTON MULTICULTURAL COUNCIL



At HMC, we are passionate about making Halton stronger by welcoming and supporting newcomers.

We certainly do live in interesting times.



Kim Jenkinson

HMC CONNECTIONS BOARD OF DIRECTORS

- **Julie Alleyn, President**
Management Coach at JAT Coaching
- **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 (LIHP)
- **Hina Sajid, Director**
Sales, Strategy and Marketing Business Leader
- **Jeffrey Breau, Director**
Total Rewards Analyst, Human Resources
Sonoco Canada Corp
- **Inspector Jeff Sandy, Director**
Inspector, Halton Regional Police
- **Pankaj Mehra, Director**
Retired Banker and Engineer
- **Arish Koorshed, Past President (non-voting)**
Assistant Ontario Crown Attorney

The Black Lives Matter issue is critical right now. What is happening in the US is unfathomable and we are seeing echoes of what is happening there here in Canada. As Canadians are stereotypically polite, systemic racism here in Canada is quieter and more subtle. It shows up when an amber alert is called a full week after an Indigenous girl has gone missing and when Black and Indigenous children show up in Children's Aid care twice as often as any other race. We need to set the standard higher for each other and for the systems that serve us. We stand with our Black and Indigenous friends as allies and we are shocked and appalled by the depth of what is happening and we recognize the need for systemic change to set things right.

HMC serves newcomers to Canada, and our mission is to help people settle and integrate into a community that is welcoming and inclusive. We are working to make our community welcoming and inclusive of everyone, no matter their immigration status, gender, race, faith, creed or sexual orientation.

On top of the social unrest, COVID has changed our lives. At HMC, it has meant that we have had to change our service delivery. With the passion and dedication of our staff we were up and running, pretty much overnight, and offering services virtually (thank you for the superb support from our IT!). We opened to the public again in July at all of our offices on a by appointment only basis. I would like to thank all of our staff deeply for their commitment to helping newcomers and helping each other overcome the many obstacles this year has presented. You have exceeded every expectation, I am lucky and honoured to support such a wonderful team.

COVID is also changing immigration in Canada, and recruiting immigrants will become a high priority for the federal government as travel bans have not only slowed immigration but have also reduced our already low birthrate. The settlement sector will be very busy over the next few years as we work to welcome our new friends and neighbours as they come to work, to learn and to live in Canada.

Other highlights from this year include opening HMC's newest office in Georgetown at 360 Guelph Street in a community hub with Links to Care, Food for Life and other agencies. The biggest challenge our clients report is being match with jobs appropriate to their skills and experience and HMC has been working hard to support everyone from low level English to highly skilled and experienced foreign trained professionals to get the employment supports they need. There are many testimonials and personal stories throughout this report from the people whose lives we have touched.

HMC wishes you and your families good mental and physical health in the coming year as we work through these issues together.

Kim Jenkinson, Executive Director

Financial Report

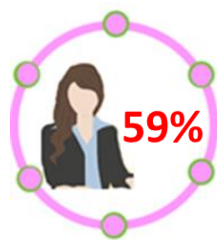
Income Statement

	CAD \$ 2019/2020	CAD \$ 2018/19
Revenue	4,877,524	4,675,359
Expenditures		
Salaries and Benefits	3,382,787	3,147,097
Other Operating Expenses	1,347,844	1,362,654
Amortization	112,558	173,919
Net Operating surplus(deficit)	34,335	-8,311

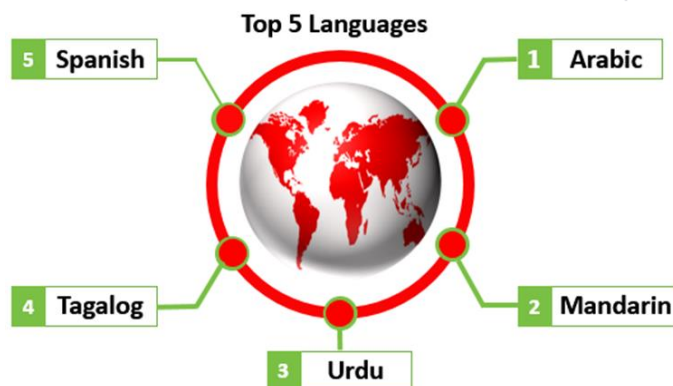
Balance Sheet

	CAD \$ 2019/2020	CAD \$ 2018/19
Net Assets		
Current Assets	368,277	628,741
Capital Assets	1,204,898	921,347
Total Assets	1,573,175	1,550,088
Liabilities		
Current Liabilities	236,660	203,155
Deferred Grants	526,529	567,782
Long-Term Liabilities	30,102	33,602
Fund Balances	779,884	745,549
Total Liabilities and Fund Balances	1,573,175	1,550,088

Statistics: A year in number at HMC Connections



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



Community Settlement Program

Having a helping hand and someone to talk to, is sometimes what a person or a family needs to succeed when integrating to life in our Community. Our settlement specialists are just that: They are welcoming, they listen to people needs, they help them create a plan and they accompany them while individuals and families navigate the system and make Canada and Halton their new home.

Throughout the year, our clients come to us for information, orientation, referrals to different services in the community, support filling in applications and understanding multiple programs and systems in the community. But they also come to connect with others from the same age or culture, to make new friends and to



Parminder G., Ingy B., Svetlana F., Hala H., Regina G., Vanessa M., Margarita C., Sultana C., Suzan M., Jasemine P., Jacky B. and Jessie C.

learn from experts in different fields. In some of our offices, our Settlement Specialists run ongoing group activities that allow women, seniors or people in general to take some time out of their busy lives or isolation and learn something new, refresh some knowledge, ask questions, connect with others. Our group sessions are diverse and they go out throughout the year. They complement the one on one services to clients. They are usually scheduled in advance and promoted through our HMC newsletter but they could also be the result of an ongoing activity our clients can register to at any time.

Recently due to the COVID 19 pandemic, our groups moved or are moving to online meetings using different social media applications. However, this did not deter one of our groups to be engaged and to decide to come together and give back to the community: Its members pooled resources and skills and made about 100 headbands for Health workers at Milton Hospital. They sewed them, sanitized them, packed and delivered them with a Thank you note to those essential workers. They surely live by our HMC Vision: "One Community for all" by becoming active members of this community.



Community Settlement Program (April 2019 to March 2020)



**UNIQUE CLIENTS
ASSISTED**
4119



CLIENT VISITS
8075



**157 GROUP
INFORMATION SESSIONS**
1861 PARTICIPANTS

Youth Settlement Program

Youth Settlement Specialists work within schools with newcomer families on orientation, awareness & referrals

While face-to-face service meetings were stopped at the initial stage of the COVID 19 pandemic, connections with new clients have immediately turned to on-line tools (including Zoom, Microsoft Teams Google Hangouts etc.), phone conversations and emails.

Although at the initial phase of the pandemic we served newly arrived families we also were serving the number of the returning clients who outreached to us with the new needs caused by COVID 19 pandemic such as income supports (CERB, EI, OW etc.), accessing various government services, language/ technology supports, child care, basic necessity such a groceries, masks etc.

On top of it, we also outreached to the most vulnerable families that we served earlier to check how they cope with the pandemic and offer our additional support as needed.

One of the main challenges serving client remotely would be that sometimes new families struggled as they lacked knowledge of how to navigate the necessary remote technology so more time was spent with guiding the these families to connect not just with us but with other community organizations.

Additional challenge would be that the welcome centers and schools were closed at



the initial phase of the pandemic so the YSSs were tirelessly establishing these connections remotely so they could pass important academic instructions to the students and their families. We also had help from our community volunteers in dropping off school computers and groceries donated from the individual schools.

By now, we came to the realization that virtual service delivery will be a new form of communication for some time. We are happy to report that at this point our youth settlement specialists are comfortable and experienced in providing their client services/group sessions in this virtual environment.

NEWCOMER CLIENTS SERVED IN THEIR FIRST LANGUAGE:

MANDARIN
TAGALOG
SPANISH
PUNJABI
KOREAN
ARABIC
HINDI
URDU
FARSI



APRIL 1, 2019 – MARCH 31, 2020

7,962 SERVICES PROVIDED

7,239 CLIENT VISITS

3,872 UNIQUE CLIENTS ASSISTED

101 GROUP SESSIONS 

with

829 SESSION ATTENDEES

"Thanks for your supports around how to make friends in our new community, but also how to access different programs. My family and I have settled well and having your help was integral. Thank you very much."

HMC Client

Language Program

As the potential of a pandemic loomed in February and March, the Language Program Team looked at ways classes might continue if schools were shut down. In March, the team researched Learning Management System options and decided on Google Classroom, as it was the most accessible and familiar to our clients. Instructors moved quickly to research and share Classroom-compatible resources and to learn the new technologies required. Classes restarted online on Monday, April 6.

During the initial weeks, in addition to providing classes, the team and IT support also worked with the students to help them master the skills and to resolve many technical issues. The Care for Newcomer Children (CNC) team provided daily activities based on the children's interests and development to support parents while they were attending classes and working on assignments. The team met regularly online to discuss progress, challenges and solutions, and communicated throughout each day to problem solve and support each other.

We are proud that all 7 classes were successfully moved online within such a short period, and that our average monthly attendance was excellent - over 96%. Clients shared their appreciation for the flexibility and accessibility of HMC's online classes. It took most clients 2 to 6 weeks to master the new classroom format, and they showed high levels of motivation and commitment to learn.

Clients reported that the language training and information received in class were very valuable to them, in that they helped to facilitate their social, cultural and economic integration in Canada. Clients also appreciated the emotional support of being able to meet with their classmates and teachers online during the stressful lock-down period. Family members of senior clients expressed how the online courses helped their parents/grandparents cope with the COVID 19 situation, supporting their mental health and keeping them active and productive.



Micky G., Cheryl E. Mirna S., Lydia L., Lynn R., Ju H., Marcia M., Sara T., and Suzanne J.

Language Instructions for Newcomers to Canada (LINC)
April 2019 to March 2020

3,795
Instructional
Hours

7 Regular Classes

1 Evening Class

2 Summer Classes



LINC Client's Testimonial

"You taught me a lot of English skills and knowledge and give me confidants to talk with strangers in English. All of those are very significant to me start a new life in Canada."

LINC Clients Come from
35 Different Countries



LINC Client's Testimonial

"I am not afraid to pick up the phone."

"I can phone my doctor to make appointment or phone the bank and ask questions. My husband is so proud!"

272 Clients
Attended
HMC Literacy to
CLB 7 Classes

LINC Client's Testimonial

"The tasks we did in class were very close to real life."
"What we learn here is very helpful for everyday."

Over **96%** of
Clients Improved at
Least
One CLB Skill

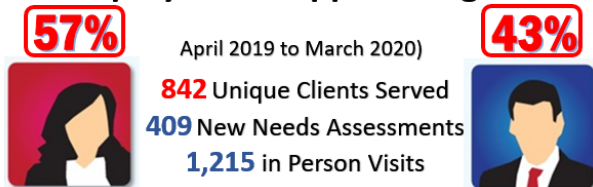


Employment Support

Employment is the number one concern of clients in all of our one-on-one counselling and focus group discussions. Whenever we meet newcomer professionals "I need a job right away", is a very common request. Newcomers find themselves confronted with multiple transition issues: childcare, new environment, lack of transportation, isolation, no social network, credential or professional regulatory requirements and sometimes lack of adequate language skills. In this situation, some newcomers find themselves unable to move forward. The various services offered by HMC Employment Related Services help these newcomers address these barriers and offers them opportunities to move towards their employment goals and progress through the journey of settlement and integration.

Assessed newcomers learn to identify and overcome challenges through one-to-one interactive employment counselling, employment related workshops, and pertinent referrals to community and training resources. With guidance and support from our experienced Employment Support Specialists, they clarify their occupational goals, and develop employment or training plans that move them towards their goals.

Employment Support Program



COVID has had a serious impact on our clients and HMC has done everything we can to support our clients at this most critical time. In middle of March 2020 we had to temporarily close our offices and suspend our in-person employment related services and workshops. Thanks to technology, immediately we started delivering modified services by phone and online where possible to support everyone needing our services. We have moved to a remote and online service delivery model so that we can continue to provide critical services to our jobseeker clients. We are using our digital innovation and virtual (Zoom, Google Meet and Skype to continue carrying out our employment related services.

We have been coaching our job seeker clients to diversify their job search. Given the varying impact of COVID-19, we have been encouraging clients to consider looking beyond the sectors that they have previously worked in focusing on their transferable skills. Regularly, we are reminding our clients that many occupations exist across multiple sectors. We are educating clients in using some online research to determine

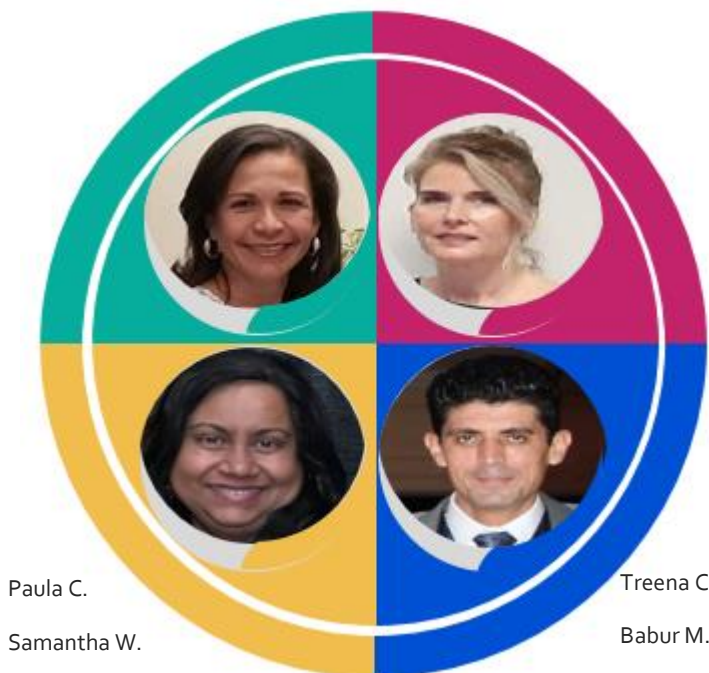
what kind of roles companies are hiring for, or letting go of, to inform their job search. We empower our clients to understand that it's completely fine to customize their resume for different job applications, emphasizing their skills and experience that best apply.

Job Readiness Workshops

Number of sessions	87
Number of participants	814

- Employment Law
- Workplace Rights
- Networking Event
- Job Search Strategies
- Get noticed on LinkedIn
- Importance of Soft Skills
- Resume & Cover letter writing
- YMCA Recruiting & Hiring Event
- Oakville Fire Department Career
- Funding Options for Entrepreneurs
- Employment Readiness Boot Camp
- Overcome "Canadian Experience" Barrier

Remember that, now is the time to improve your skills and enhance your qualifications. This COVID 19 situation is unprecedented, however, we are starting to come out the other side and there are many ways we can help you get back on track. If you need any advice on your job market search, your potential next move or you want to chat through any concerns, just give us a call at (905) 842-2486. We can give you some advice to rewrite your resume, enhance you interview skills and simply help you in any way we can to make you an even better candidate. Stay safe and speak to you soon.



"I was having an interview yesterday and I just received an email that an interview went well and I got the job. Will be receiving an offer letter by Thursday. I am so happy!!! I just want to say thank you for your help preparing me for an interview. You are the Best!"
Program Participant

"I wanted to share the news with you. I have joined with Descartes in the role of Customs Specialist. Its very interesting role for me and I am enjoying the learning the Canadian work culture. You have played a crucial role in building my story here in Canada. Starting from the first session on resume building with you in HMC and later one-on-one session in your office built the success story so far." Program Participant

Community Connections Program

Volunteers are Superheroes to us and to our clients



We would like to thank our volunteers for their generous contribution of time and energy to assisting us in everything we do.

The Community Connections Program engages citizens, newcomers and refugees to create meaningful community connections in Halton. Our volunteer-led programs and activities assist newcomers adapt to life in Canada by matching them with local volunteers who provide assistance with learning English, establishing social connections, and integrating into their new community. While the COVID-19 pandemic has changed many aspects of our daily lives and since, staying connected online has become increasingly important during COVID-19 our Community Connections program staff have developed virtual activities for newcomers to enjoy safely and from the comfort of their own home.



With the help of volunteers, we manage to host many online group sessions. Volunteers facilitate online meetings/interactions for newcomers to practice their English language skills. Volunteers would virtually engage in conversation with small groups of newcomers on a weekly basis, using available resources and activities to practice their English language skills and help reduce isolation. In addition we plan and run Canadian Citizenship,



preparation sessions to support newcomers study for the knowledge test. We will conduct multiple weekly group sessions where participants learn how to enhance their knowledge about Canada history, geography, government systems, provinces, political parties and rights and responsibilities Canada Citizenship. We will continue to recruit and train more devoted volunteers to coach newcomer clients access digital devices, train newcomers to use the conferencing apps, and plan some online activities for isolated newcomer seniors. These unforeseen challenges have actually provided a good opportunity for volunteers and newcomer clients to stay in touch with one another until they can meet in person.

If you want to help and volunteer please contact us at (905) 842-2486, your generous contribution of time and energy to this volunteer work is incredible.

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

"My experience with HMC Connection mentorship program has been insightful and helpful. This program gives you lot of insight about how to connect with the network in your field and provides lot of helpful tips for the interview preparation and post selection process. My experience with the mentor was amazing as I was fortunate to get a knowledgeable and very supportive mentor who has kept me motivated throughout the process until I landed a job. He connected me with his contacts in different financial institutions and was always there for me whenever I needed his support. I strongly recommend HMC Connection program for new immigrants or anyone looking for make a transition in Canada." HMC Mentee.

Community Connection Youth E-Summer Program 2020

This year the HMC summer youth program proved a unique challenge. The main obstacle was shifting the itinerary from in-person activities to an engaging virtual program. The team signed on to conduct the program was able to overcome this by preparing weeks prior to the start of the camp, collaborating on Microsoft teams, and ensuring constant communication.

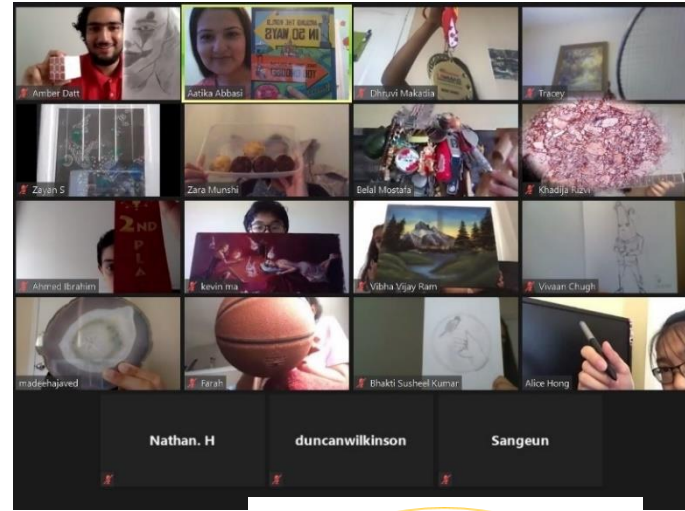
With the hard work and dedication of the team members despite being virtual, a dynamic program was created. Each session was packed full of fun physical, mental, and artistic elements. The sessions also included engaging speakers who spoke on a variety of topics, and opportunities for the youth to lead their own activities. Some of the speakers included RBC, Halton Waste Management, Halton Police Officers, SAVIS and HMC Employment Specialist. The youth were always participated fully with the speakers asking questions and taking active part in their activities. Some of the popular games during the summer session included: Mafia, Guessing games, Scavenger Hunt, Physical & Breathing Exercises, Kahoots and many more.

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.

The main focus of the entire team for the summer sessions was to have a platform for the youth where they have healthy interaction with others as well as they practice leadership skills, group collaboration and community participation. All of these were achieved through the various activities mentioned above along with youth lead initiatives

where they had the chance to lead during the session and do community work in the form of cleaning parks, helping elderly, educating others about important topics and so on. Overall, the 2020 HMC Virtual Summer Program was a success, with positive feedback from speakers, students, and parents alike. The variety of games, speakers, and activities always kept youth engaged mentally and physically.

The collaboration of the summer session team allowed the program to be successful through constant communication through Microsoft teams, e-mail, and weekly team meetings. Members were always connected allowing them to share ideas, create a schedule, assist in a session when needed and promptly attend to any potential issues.



Community Connections Youth Activities

(April 2019 to March 2020)

Total # of Attendees to CC Group Activities = 891

Total # of Group Activities Delivered = 123

Source: OCMS



Career Accelerator Program

The Career Accelerator provided an opportunity for International Medical Graduates (IMGs) and other highly skilled foreign trained health care professionals to identify career options that maximize their transferable skills to gain valuable paid Canadian work experience in the medical sector. Participants were mentored and coached on all aspects of their job search activities.

Our work with employers had been essential to this program. We were given the opportunity to engage in dialogue with the employers regarding the hiring of foreign trained specialists, and over 90% of our employers agreed to recruit foreign trained professionals. Prior to the Career Accelerator, many of our employers had not had any experience with foreign trained health care professionals.

When COVID hit, HMC moved all of our services online and we remained in contact with our clients via video apps and electronic media to continue to serve them in this difficult time by providing different workshops and expert sessions related to employment, mentoring and mental health to name a few to boost their morale, confidence and skill enhancement.

Career Accelerator Program also initiated a face group page for healthcare professionals providing a platform to people of same background, related experiences to act as networking and support group and to let them know we have their back.

The program has assisted 603 clients and provided a meaningful paid Canadian work experience for 202 highly skilled newcomers reducing entry barriers into the health sector and into highly skilled positions.

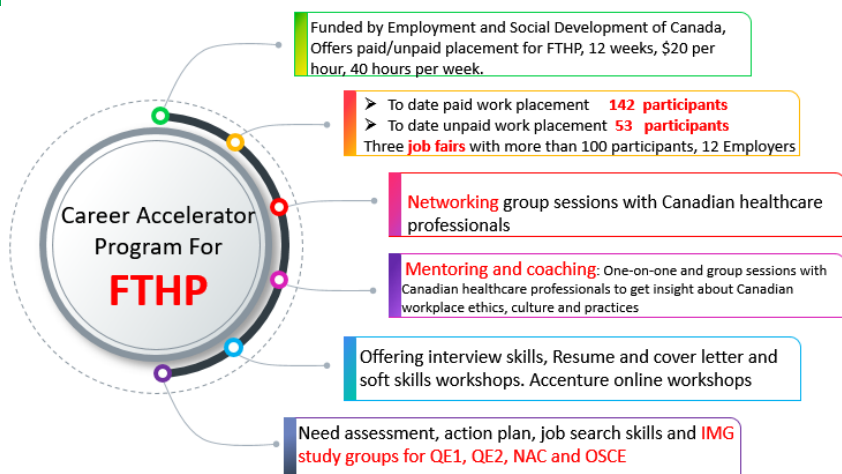


Ayesha U., Sondos P., Treena C. & Nilo Y.

By sending testimonials our clients express their gratitude to HMC and CAP program.

"I am a foreign trained health care professional {doctor} and was searching actively health related jobs to start my career here in Canada in my desired field. As soon as I connected with HMC Connections I came to know about Career Accelerator Program. Nilofar Yousof and her team were great to work with. They were very helpful in every aspect and available whenever I had a question. I attended resume preparation workshop with them which helped me a lot and broaden my approach for looking all kinds of health related professions for me. My mentor Ayesha Usman also helped me in searching jobs in different types of health care setups and with the help and support of this great organization I found my job. I would strongly recommend my friends to join this program to start their career in health care and join Ontario labor force".

F.B Program Participant



Transitional Services

The Transitional Housing Program for Newcomers to Halton continues being in high demand. Even when this is good for our agency, it is also a sad portrayal of the reality of housing in our community.

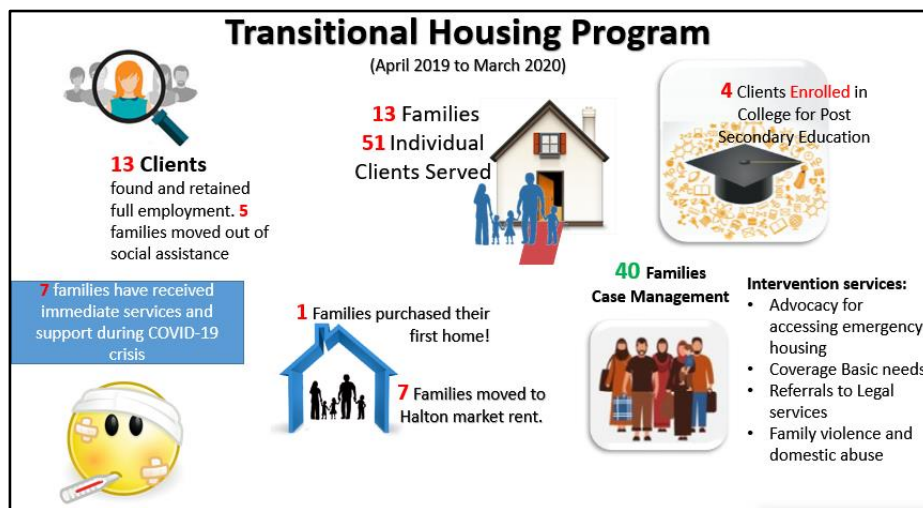
Rents are astronomically high, low vacancy rate, demanding requests from landlords and very long waiting lists in the subsidized housing system. This is the picture before COVID-19, sadly the situation just worsened with tenants falling in late rent payments, loss of jobs and for many, the impossible task of meeting their basic needs.

During 2019 and 2020, we hosted 14 newcomer families and we provided services such as case management, referral to employment services, educational programs and life skills to become sustainable and financially independent. After March 2020, we assisted all our families with accessing government financial relief, immediate access to food, referrals to mental health and intense accompanying during stressful times.

Many of these families moved from government financial assistance to

employment, and four of these families moved from transitional housing to market rent. One family was able to move from Transitional housing to homeownership.

We also managed to confirm our agreement with Habitat for Humanity Mississauga / Halton and our agency will benefit from two of their new townhouses in Burlington. COVID delayed the process, but we can count on this stock increase.



Crisis Case Management

Crisis continues to be an issue among some newcomers who find adaptation and a new life in Canada very challenging. Either because they arrived as refugee and bring a lot of trauma with them, or they come from cultures and countries where laws and life are very different than Canada.

Many of our crisis clients end up in homelessness, divorce, legal battles or other issues that require quick intervention, high level of advocacy and practical problem solving.

During this fiscal year, our Crisis Worker assisted over 652 individuals with complex issues and helped them to bring their life back on track. From finding proper housing or seeking shelter, provision of basic needs, or assistance with legal matters, this program has become a milestone to assist those who fall into the cracks or face the hardship of navigating the system. We feel very proud that our founders have identified the great value of this community support and provided another round of funding, which will allow us to keep this service open for those in need.



Suzzan M.

Job Coaching and Active Language Acquisition

This program continues to provide successful support to our clients and business community in Halton Region with some connections and placements in Peel.

This fiscal year we served 191 clients with initial assessment, job coaching, English support, resume preparation and job placements. We take pride in being able to establish connections with more than 155 employers. Our biggest goal is to value our clients' background, experience, abroad education and desire for building a career. We are proud to have successfully placed over 78 clients in fields such as construction, pharmaceutical, retail, transportation, among many others, and at the end of March 2020, 60 of them had retained

employment for more than 3 months, therefore passed probation period.

These successful employment opportunities would not have been possible without the 47 employers who have trusted our screening process and selection of candidates to fill their vacancies. 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.

The language component of our program remained equally successful. Because of COVID, we saw ourselves forced to move our classroom model to an online platform. Instead of a struggle, we found in online learning a great opportunity to engage, retain and

provide students with a new approach. Many of our clients were very excited to learn how to use technology, learn from the comfort of home and the class was an escape during confinement. Class was so successful that we identified the need to expand from 4 to 5 classes a week. During this fiscal year, we managed to deliver English learning focused on employment and Canadian integration to 80 participants.



Sophy R. & Shahenda A.

78 clients were employed and 60 clients retained employment over 3 months



17 Employers engaged in on-site supports.

Client M.H. is a very hardworking individual and has accomplished a lot since his arrival to Canada three years ago. To name a few of his accomplishments, he has successfully volunteered at Home Green Municipal, he is in the process of completing his AZ license and has also completed a Home Renovation Certificate. Upon our initial coaching session, we put a long term goal for our client which is to work with his AZ license after he fully completes it. Meanwhile and as a short term plan we followed his other dream which was to work in the renovation field. To his luck, we were in the process of connecting with an employer in this domain and upon completing M.H.'s resume, we submitted it to the employer who was highly interested in interviewing our client right away. We had a very short time to prepare for an interview, and we were impressed by how highly committed the client was. The interview went really well and resulted in a job offer; this was the quickest hire we have witnessed so far as it was done only in 5 business days after the first initial meeting with the client. The employer was very impressed by our client's skills and reached out for more potential candidates from our agency and through our program. Our client is happy to be working in his area of expertise and we are very proud of his professional level. We will continue to support him in achieving his long term goal of working as a truck driver in Canada.

Social Innovations & Cultural Diversity Trainings

HMC Community connections worked with many organizations to enhance their Capacity Building by assessing organizational needs, goals and risks. HMC provides Cultural Diversity training sessions/workshops virtually and in person for many different sectors/organizations to enhance inclusive practices that increase the equitable services of underrepresented diverse racial groups as part of their strategic plan of integrating diversity, equity, and inclusion with the adoption of new practices and behaviors where effective systemic changes will be considered.

Cultural diversity training focuses on immigration structure, demographic and stats analysis, anti-racism frame from the characteristics of racism to the impact of racism on newcomers with the constructive response and resources and the toolbox of recommendation plus strategies that can be considered to implement the your desired changes. The training will also focus on cross-cultural communication and cultural awareness.

Within the movement of nowadays this training is conceptional framework to businesses. Community Connections delivered 35 training sessions on Cultural Diversity to Oakville Fire Fighters, City of Burlington Staff, Halton Children Services, Woodview Mental Health, Link 2 Care, Reach Out Children Centre, Long-term Care in Halton & Hamilton and Simco, Milton Community and Resource Centre, Halton Regional Police and Burlington Nelson Church. Building those community connections increased the knowledge of many organization workers within their interactions with Newcomers to Canada and implemented different changes to their planning, delivery services and outreach of information, number of attendees for the session/workshops were 425. Community Connections received 95% of positive feedback on the information, activity, and quality of the presentations.

their staff will visit different cultural booth that display background information about culture from food, cloth, games, faith, languages, artifacts, landscape of their country and more in a very colorful and interactive way. Community Connections showed case 25 culture in total within those events in Burlington, Oakville Cities for the City of Burlington and Oakville Long Term Care at Post Inn Village within Halton Region. Staff were very interested and satisfied with the knowledge they gained.

Community Connections sits on many different committees in the Halton Region as a board member such as Diversity Engagement Chief Forum with Halton Regional Police, Diversity Roundtable with Halton Fire Fighters, One Burlington Festival, Private Sponsors Roundtable, Halton Interfaith, Halton Collaborative Against Human Trafficking (HCAHT), Halton Equity & Diversity Roundtable (HEDR) Capacity Building Committee and Safety Drives Us which organize many community event to link Newcomers to Halton to information, Mentors and links. HMC attended 45 planning meetings in total.

Community Connections completed 13 sessions at Sheridan College which has been attended by 138 International Students who are potential IRCC clients focusing on their immigration future, income taxes and housing.

Community Connections delivered outreach material with the partnership of the Ministry of Transportation in Ontario to enhance awareness within Newcomers to Halton about Road Safety and link them to resources and information. MTO representative delivered 500 promotional multilingual material and booklet to Newcomers. Community Connections supported the Newcomers within their employment journey on how to become a language interpreters and translators in Ontario by delivering session and orientation about this career. Community Connections delivered 65 sessions to Newcomers.



Also Community Connections delivered 8 Multicultural events where organization requested to deliver internal cultural celebration where



Interpretation & Translation Services

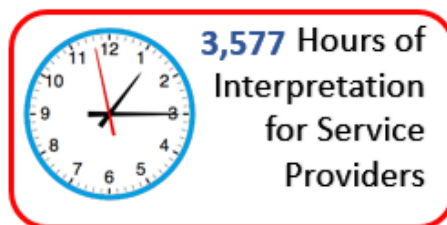
HMC Connections Bridging Linguistic Gaps in the Community

Understanding is the primary benefit of language interpretation. If a person is not able to speak more than one language, having an interpreter to make sense out of the unknown can be uplifting. Bridging linguistic gaps typically is the ultimate goal of our HMC Connections language interpretation & translation services.

HMC Connections is the main providers of interpretation and translation services in Halton Region and other regions in Ontario. The services break the barrier of communications, increase accessibility to external program and enrich businesses to develop potential global connections that innovate and accelerate opportunities.

The program excels significantly this year with additional user customers. HMCIT increased the pool of interpreters and translators. We opened the opportunities for clients to own the Language Interpreter Training Certificate (LITP 180 hours) intensively within three months only.

The program provides an excellent career path within the newcomer's transition and integration of their employment opportunities as this year 28 interpreters secured a full time position. The program recruited



Cristina M, Hanadi A. & Sonia F.

more than 35 new interpreters this year.

HMC Connections serves many different sectors such as healthcare, mental health, social, financial, education, industrial and more by using a pool of professional, trained and certified Interpreters & Translators. We also provide a new module of Cultural Interpretation that not only interpreter the language but the language with the cultural context. Our reputation is our promotional tool in the community. We provide the service in 120 languages & dialects.

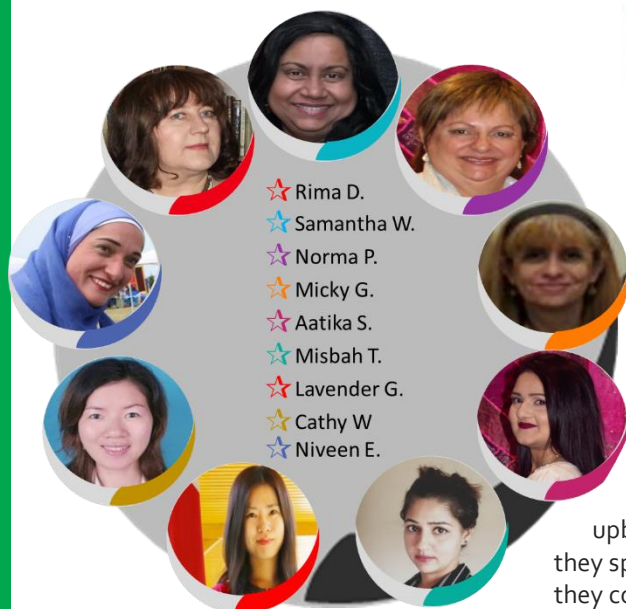


English
Le français
Español
한국어
Русский
Português
Italiano
Deutsch
中国人
عربي
日本...

597 Interpreters and Translators covering 115 languages and dialects

How can we help you?

HMC Connections Admin Assistant staff might be out of sight from clients and other stakeholders, but for many of our newcomer clients they are the FIRST line of communication with our organization.



It is important for our Admin staff to be able to provide clients with accurate information and straightforward answers so they can assist in helping them remain calm. It makes them extreme feel good knowing they can point newcomers in the right direction. Our Admin staff have been trying to be extra upbeat and comforting to everyone they speak with, because they know that they could be the only person that the

clients can talk in days, so they listen to their fears, ensure newcomer clients have the correct information.

Our dedicated Admin team has really stepped up to do whatever it takes and handle whatever is needed during these trying times. All of them are all highly skilled at listening, expressing empathy, and researching information to provide clients with answers in a quick and efficient manner, all while staying calm and upholding the highest level of customer service standards.

Please do not hesitate to contact us if you have any questions:

The phone line (905) 842-2486 & Live Chat is available Monday to Friday between 9:00 am and 4:30 pm. We are still here for you to answer your calls in a friendly manner and assist with a variety of questions and direct you to appropriate staff and external referrals when necessary.

During the unprecedented pandemic COVID-19, HMC has closed its offices – providing critical and essential settlement professional services to our clients remotely by phone or online. The first few weeks were extremely hectic, as life was forever changing and there was so much anxiety and confusion, many newcomer callers were frustrated or upset because they were trying to reach someone, attempting to get information, or had questions and wanted immediate answers. Our Admin staff are awesome and incredibly patient because they are aware that there is so much uncertainty in newcomer client's lives right now. At HMC, we are very fortunate because our Admin staff members have been with the agency for several years, so are used to functioning well while assisting frustrated and confused clients.



4,707

Clients Responded
April 2019 to March 2020



Q1. I feel welcome at HMC.		
94.54%	5.18%	0.27%
Q2. I received the services I came for.		
92.01%	7.37%	0.61%
Q3. HMC improved my ability to make decisions.		
88.84%	10.49%	0.74%
Q4. I have a clear plan on how to move forward.		
97.91%	0.89%	1.10%
Q5. I Would recommend HMC to a friend.		
99.02%	0.57%	0.36%

One Community for All

HMC helps newcomers to settle and integrate into a community that is welcome and inclusive

Sustain HMC's Core

Deliver quality services to our clients and our funders.

Advance the model of service delivery to be responsive to the emerging needs of newcomers.

Maintain the accessibility of our services.

Enhance and deepen Services

Find funding that supports gaps for newcomers.

Be strategic about partnerships.

Continue to focus on the wrap around model of client service.

Innovation and social enterprise

Improve communications and marketing to better tell our story.

Expand cultural training to a wider audience.

Build a community cultural centre.

Strategic Plan 2020 - 2025

A deep and heartfelt thank you to Arish Khoorshed who has completed his 9 year term on the Board of Directors for HMC. For the past few years, Arish has served as our President and has supported us through one of the biggest periods of growth and change at HMC. Arish will be staying in touch as a non-voting member as Past President and Julie Alleyn has stepped forward to be HMC's newest President. A big thank you to all of our Board members who are the stewards of HMC ensuring accountability to our funders and the community.



Arish Khoorshed



Heartfelt thanks to the many volunteers who have contributed so much over the past year to the successful resettlement and adaptation of newcomers to our community. **It goes without, saying that volunteers are invaluable and critical!** You are helping to make wonderful things happen, and we could not do it without you. **Your efforts enable us to do what we do, every day of the year! Thank you.**

Special thanks to our funders and major donors for their generous support



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada



Employment and Social Development Canada

Emploi et Développement social Canada



Canadian Heritage

Patrimoine canadien



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@hmcconnections.com

1092 Speers Rd, Oakville, ON L6L 2X4

905-842-2486

www.hmcconnections.com