

HMC CONNECTIONS ANNUAL REPORT

Building a Warm and Welcoming
Community for Newcomers in Halton

20
22



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HMC DIRECTOR KIM JENKINSON

HMC's Annual Report is an opportunity for you to get a snapshot of what has happened over the past year. 2021/22 was still heavily about COVID, but now the masking is relaxing. We were able to hold Multiculturalism Day in person this year; vaccine boosters are available but not mandatory. In a world weary of COVID, it feels like we've turned the corner.

HMC was so fortunate to have the full backing of our funders throughout the pandemic period. Our staff put extra effort into connecting and staying in touch with clients, so no one was left behind. We stayed connected. And when finally the restrictions lifted, we came back to the office and even found some much-needed time for team building and socializing. Thank you to all at HMC for your extraordinary efforts in taking care of clients and for watching out for each other. And a heartfelt thank you to our funders whose support meant we didn't need to worry about our families while we were here and available for newcomers.

We are now working on a hybrid model. While we must yet our current model through proper research and feedback to ensure it meets the client's needs, the staff certainly appreciates the flexibility, especially when gas prices have gone mad. We will be formally doing that research over the next year to ensure that our services are delivered in a way that meets clients' needs. We want to be flexible and responsive in our service delivery.

Over the pandemic, so we were dealing with substantial societal issues which will be changing the way we act and interact for many years to come – Black Lives Matter, the findings from the Residential Schools, rising Islamophobia, increases in hate crimes – all of these extensive systemic issues need investment in time, discussion and education for all. We are blessed to have the additional support of our Anti-Racism Facilitator to move these conversations forward.

Looking ahead, immigration levels are set to swell – with people unable to get here over the pandemic, people who were in the process of immigrating are now on their way. World issues are also going to push people to move; the war in Ukraine has seen 90K people come so far, the Afghan initiative has promised refuge for 40,000 people, and climate change and wars worldwide are going to mean an increase in global mobility. There will be some hectic years ahead for HMC, and we are blessed that our highly trained and passionate staff will be here to support newcomers in Halton. I am thankful to be here supporting their outstanding work.



HMC CONNECTIONS BOARD OF DIRECTORS

Julie Alley
President

Cindy Sudac
Vice President

Mary Rose van Kesteren
Treasurer

Eleonor Kerr
Secretary

Elizabeth Molinaro
Director

Pankaj Mehra
Director

Hina Sajid
Director

Sylvanus Fonguh
Director

Rocio Farrell
Director

Beshoy Girgis
Director

HMC FINANCIAL OUTLOOK

INCOME STATEMENT	CAD \$ 2021/2022	CAD \$ 2020/2021
Revenue	5,470,940	4,706,858
Expenditure		
Salaries & Benefits	3,903,710	3,390,635
Other Operating Expenses	1,191,477	1,026,225
Amortization	142,121	124,602
Net Operating surplus (deficit)	233,632	165,396

BALANCE SHEET	CAD \$ 2021/2022	CAD \$ 2020/2021
Net Assets		
Current Assets	676,704	452,040
Capital Assets	1,217,306	1,205,257
Total Assets	1,894,010	1,657,297
Liabilities		
Current Liabilities	261,527	218,633
Deferred Grants	453,571	493,384
Long-Term Liabilities	0	0
Fund Balances	1,178,912	945,280
Total Liabilities and Fund Balances	1,894,010	1,657,297



COMMUNITY SETTLEMENT PROGRAM

Learning and Growing To Serve You Better!

We are all used to having our realities change in the blink of an eye. With the pandemic, the provision of services in our settlement sector has not been an exception: Government and organizations that provide social services have to come up with different ways to offer their services, and this has changed the way we are used to dealing with processes and procedures that our clients need.

Our team of Community Settlement at HMC has had to cope with those rapid changes and has had the challenge of learning fast about updates, new online platforms, new requirements for data safety and client privacy, etc. It is a work in progress, but we are always trying our best to learn and update ourselves so we can serve the community better.

Canada has also faced the reality of people from other countries in need of our help, and this fact reflects in our local environment: Our Community Settlement team has grown to be able to support the demand for services in other languages. We are helping immigrants from Afghanistan and those we have had to flee due to the war in Ukraine: All these services are in their language! We have also increased capacity in services in Turkish and Portuguese, a couple of languages which were not offered before.



Top Row (L-R): Rima Deluliis, Nataliya Tsyurpita, Ingy Bebawy, Jaqueline Balea, Funda Pakel, Zarmina Sharani
 Middle Row (L-R): Attia Aleem, Neda Basri-Attar, Sultana Chehaib, Leila Takei, Jesamine Peralta, Jessie Chen, Hala Halim, Svetlana Franz
 Bottom Most (L-R): Vanessa Mesones, Bushra Faisal

COMMUNITY SETTLEMENT PROGRAM

Year at a Glance; April 2021 - March 2022



41.2%

3404 Clients Assisted

9049 Visits



58.6%

145



Group Sessions

1843 Attendees

Top 10 Countries of Origin (Clients)



Syria



China



Egypt



Iraq



Pakistan



India



Philippines



Afghanistan



Iran



Colombia

Client Testimonial

“ I arrived in Canada in January 2020 with my two daughters, a single mom, and no relatives or friends in Canada. I always considered HMC staff like my relatives and close friends, every time I needed them they supported me. I don't feel lonely anymore. Now I am a licensed Medical Radiation Technologist working and living with my daughters.

I can not find enough words to thank you all. ”

YOUTH SETTLEMENT PROGRAM

In partnership with HDSB and HCDSB, the Youth Settlement Program continued providing standard and efficient services to newcomers at both stationary and itinerant schools during the 2021-2022 fiscal year. The Covid-19 pandemic limited newcomer youth and their families from accessing settlement services; Youth settlement specialists worked through both virtual and in-person models to minimize the impacts by making connections, delivering online intakes and group sessions, and providing information and referrals, to lessen the difficulties of newcomers' navigation and integration into Ontario school system plus the broader Canadian society. In this crucial time, on top of the regular settlement services, YSSs also played the role of cultural bridges and resource liaisons to mitigate.

We overcame cultural barriers by supporting multiple first languages direct services within the YS team and collaborating with the HMC Interpretation and Translation department. Technological barriers were surmounted through sharing the knowledge of various remote learning platforms being used by schools. The team dealt with the financial crisis by timely connecting eligible clients to government emergency and recovery benefits. Cyberbullying and Social exclusion – working closely with school admins and social workers to meet the mental health service needs of the newcomer youth community. We managed public health info blind spots by promoting vaccine clinic info, ArriveCan, and other federal, provincial, and municipal public health websites. The passing year has been a combination of challenges and success. HMC Youth Settlement team has been growing and positively affecting the newcomers' adaptation and transition journey to the host society. Thank you all for your hard work and support.



Standing (L-R): Two Summer students, Christine Shen, Simin Shafiefar, Baljinder Kaur, Catherine Lee, Arleen Pangan, Caren Menchavez, Carole Liu, Mayda Al-Yas
Sitting (L-R): Marissa Watson, Samina Rathore, Tatjana Spajic, Xiaoou Chen

YOUTH SETTLEMENT PROGRAM

Year at a Glance; April 2021 - March 2022



1657 New Clients

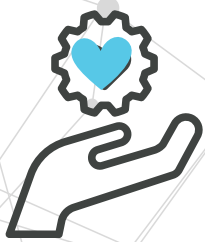
1522 Return Clients



111

Group Sessions

988 Attendees



Total Services 9369

Orientation 7305



Needs Assessment 2064

Client Testimonial

“Due to language barriers, technology challenges in the virtual world, and the complexity of connecting the family with community support I engaged an HMC settlement worker to help me support this family.

Without her involvement, my ability to navigate assessment and appropriate intervention would have been compromised. She supported and engaged in to service the family adequately. Given the challenges of services during social isolation, it warranted a special acknowledgment.”

YOUTH COMMUNITY CONNECTIONS PROGRAM

Enduring over two years of COVID was difficult for many individuals, especially youth. It created stress, uncertainty, and loneliness; getting back close to normal was not as easy either.

HMC also recognized that specific populations are even further disadvantaged and facing immense crises, like those coming from Ukraine, Afghanistan, etc. Our goal as a CCY team is to help minimize the impacts of immigrating or fleeing to a new country on those youth.

CCY team has worked tirelessly on creating activities for online, in-person and hybrid modes to accommodate all our youth needs. Our main events are Youth Connect Leadership, Community Challenge, Ukrainian English & French Conversation Circles, Recycling Art Program, Lead & Inspire, Public Speaking, Hangout and Give Back Space, Movie Parties, Road Safety, Summer Program, and Youth Tutoring.

“It warms our hearts to see that our hard work of planning and putting together programs that would truly make a difference in our youths’ future pay off; by hearing from them and their parents how those programs help them conquer a milestone, achieve a goal or recognize a strength, it motivates and pleases us the most”
– Arleen & Niveen CCY Group Session facilitators.



YOUTH COMMUNITY CONNECTIONS PROGRAM

Year at a Glance; April 2021 - March 2022



352 Unique Clients

188 Return Clients



239



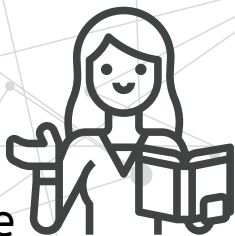
Group Sessions

3719

Attendees



Tutor Sessions 852



Active Tutors 88

Client Testimonial

“All topics are well delivered. I learned many things, such as peer support, public speaking, and interviews. I liked the various games we played together because they helped consolidate my learning. The facilitation of this program is flawless. Everything feels very smooth.”

LANGUAGE PROGRAM

During the last year, all online and hybrid courses by the Language Program of HMC ran successfully, with full enrollment and attendance based on contracted seats.

Once CUAET clients (Ukrainian nationals) became eligible for IRCC-funded LINC classes, the HMC Language Program was able to place them in LINC classes quickly to help them settle into their new community as soon as possible.

Clients reported that they improved their English language skills and used the language to function in Canadian society. They expressed a high level of satisfaction with HMC LINC classes.

The classes had a strong sense of community, acceptance, and friendliness. Clients who were primarily isolated at home during the pandemic experienced positive and supportive interactions daily with people outside their family, which had beneficial repercussions for their mental health, and in turn, for the well-being of their families.

LINC instructors underwent training for the Avenue learning management system developed by IRCC and started using it for uploading student portfolio artifacts. This allows instructors to have all digital artifacts in one place, facilitating evaluation for promotion. It will enable clients who move to other SPO's to take their digital portfolio artifacts with them.



Standing (L-R): Cathy Wu, Suzanne Jiang, Micky Gotla-Sellers, Lydia Law, Sara Tariq, Mirna Samaan
Sitting (L-R): Cathy's daughter, Cheryl Ekodeu, Lynn Rodgers, Marcia Maldonado, Kulwinder Purba

LANGUAGE PROGRAM

Year at a Glance; April 2021 - March 2022



11 LINC classes (Pre CLB to CLB 7)

4,421 Instructional Hours

Enrollment



Occupancy



Unique
Clients **262**

Children
given
Newcomer
Support
Services **17**



Client Testimonial

“The HMC language program gave me an opportunity to improve my English. Especially It helped me to improve my English writing, reading, talking, and listening skills.

I made friends in the HMC LINC class and their efforts inspired me to study hard. The teachers encouraged me a lot. I learned about Canadian history, festivals, idioms, and beautiful scenery; how to make a resume; to sort garbage; to make a will, and the power of attorney. I have plans to find a job making Sushi and will get a certification in supply chain or international business related to my field.”

EMPLOYMENT SUPPORT PROGRAM

Employment Services support newcomers in their career transition!

Hiring and integrating immigrants and refugees strengthens and enriches any welcoming community and brings numerous economic benefits. Newcomers contribute as workers, entrepreneurs, consumers, taxpayers, volunteers, and investors. Canada has benefited immeasurably from the contributions of new Canadians who arrived as skilled workers, immigrants, and refugees, across all aspects of society. Skilled immigrants face significant obstacles to employment, earning less than Canadian-born workers, despite having higher levels of education.

HMC Employment staff have expertise in pre-employment counseling/ coaching, job search assistance, identifying skills and strengths for career options, creating resume and job search workshops, and interview skills. They support immigrants and refugees to acquire occupational skills and certifications to participate in the Canadian labor market for the first time. We provide one-on-one pre-employment readiness assessment and counseling support to job seekers' clients to secure long-term employment through individual counseling, skill-building workshops, specialized training, placement strategies, and partnerships with employers. Deliverables also include creating a customized employment action plan for each client. We want every newcomer job seeker to feel included and hopeful about their future and to know that their unique perspectives, experiences, and contributions are highly valued and appreciated.

The employment staff works with WES as a partner organization to refer clients to the WES Gateway Program. This partnership between WES and HMC facilitates access to the WES Gateway Program with the aim of furthering the academic and career goals of eligible individuals. The WES Gateway Program provides qualified participants with a high-quality credential evaluation report that can be accepted and recognized by employers, higher education institutions, and regulatory bodies throughout Canada.



L-R: Babur Mobarak, Maggie Omamoni, Christine Hall, Yenna Youssef, Sophy Rizkalla, Paula Castano, Samantha Wijetillake

EMPLOYMENT SUPPORT PROGRAM

Year at a Glance; April 2021 - March 2022



34%

862 Unique Clients

460 New Assessments



66%

2,365



Visits

WES Gateway Partnership
NPower Canada Partnership
FAST and ASCEND Partnership



Readiness
Workshop 104

Participants 1,032

Accenture
Skills to
Success
online
Exchange
Course



140

Unique Clients

Client Testimonial

“ I would like to extend my heartfelt gratitude for your support in getting me through and employment process. Your prompt responses, effective communication, and training helped me get the things I needed at the right time and place. Gestures like these ensure faith in the placement processes. Your assistance was practical and to the point. I want to highlight how you helped me get my resume updated and conducted sessions to polish my communication skills.

Thank you for your continued support and guidance.

”

COMMUNITY CONNECTIONS PROGRAM

Community Connections have created programs that support the changing needs of our newcomers to adapt to a new country, increase their social network and learn the art of volunteerism. One recent example is creating a support group and basic ESL for Ukrainian-speaking newcomers. We involved other department teams in the new initiative, working together as one organization.

A variety of community connections group programs have helped newcomers get accepted to higher education, obtain credential acceptance to their profession for certification, build their confidence, increase wellness activity and participate in the community actively. Our programs helped eligible permanent residents become Canadian citizens and submit their income tax on time for low-income newcomers with language barriers.

Our mentoring program successfully bridges job opportunities and a network of professionals that leads to employment for our newcomers. We have increased our professional mentors' pool to provide career, language, and settlement mentorship. These mentors can know more about our client's skills and what they can do, guiding them and introducing them to job opportunities that our newcomers could not have known unless they had met their mentors.

One of our volunteers, a retired teacher, received the Halton Volunteer Impact Award from Volunteer Halton for her contribution to our English Conversation groups. We are grateful to have wonderful volunteers facilitating our 24 group programs. We are able to attract and retain skillful volunteers that also respond to other HMC programs' needs. Other organizations in Halton are seeking partnership from us to provide our mentoring program to their clients.

This year, we were able to hold our Multiculturalism Day event in person with over 2,200 attendees.



L-R: Regina Goze, Leila Takei, Norma Prado, Treena Carson

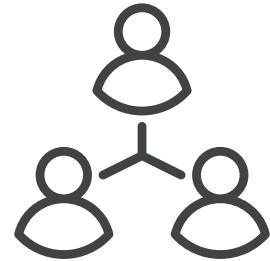
COMMUNITY CONNECTIONS PROGRAM

Year at a Glance; April 2021 - March 2022



465 Clients Assisted

94 Matched Mentees



378



Group Sessions

2754 Attendees

Volunteer Orientation 103

Total Volunteers 188

Cultural Presentation 14



Client Testimonial

“ I highly recommend the language mentoring program to people who feel they need a starting point on how to approach learning a language. I was afraid of talking to new people and because I speak Arabic most of the time with my family, it was a challenge to have a long conversation in English. Then, I enrolled with HMC in the language-mentoring program.

My mentor broke all my fears, encouraged, supported me, and shared information related to the job market which helped me plan my next steps. Thank you so much. ”

TRANSITIONAL HOUSING SERVICES

The Transitional Housing Program for Newcomers to Halton has been beneficial in assisting newcomers and the homeless population in Halton to alleviate the national housing crisis. Families might find relief from high rent costs while working towards sustainability, independence, and getting ready for market rent.

The post-pandemic effects, job losses, renoviction, and unaffordable rents, have created a worldwide housing crisis with no short-term solution on the horizon. Halton Region is not the exception.

The families we served received intensive case management, referrals to community services, assistance with COVID relief programs, high advocacy with funders to get an extension, engagement and participation in employment-related programs, and referral to other local housing support programs.

These past years have been very challenging for everyone. However, those suffering from homelessness, abuse, low income, lack of support, or displacement victims are getting the most brutal hit. We at HMC are proud of having a dedicated team of people willing to go the extra mile and serve those who need it the most. Crisis cases were almost quadrupled during the last fiscal year. Covid played a massive role in exacerbating the already sensitive issues the population was suffering from, and we saw a huge demand for services to alleviate them. Family breakdowns, domestic violence, and homelessness were the predominant issues affecting our community. Shelters were running at total capacity, lack of affordable housing and inventory, single mothers affected by illness, and loss of income were also additional stressors that made our crisis team run at total capacity.

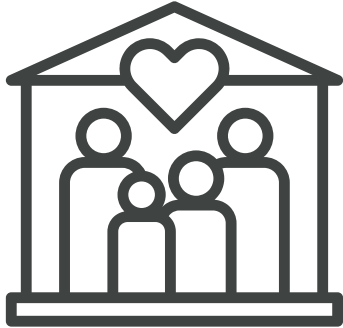
Our crisis worker has gained recognition in our Region and out of our boundaries. Her big heart, resourcefulness, and networking have been significant assets in assisting those in need.



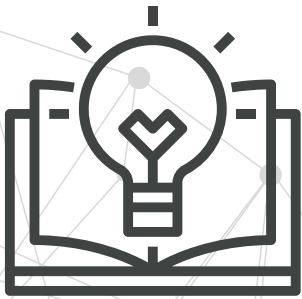
L-R: Angela Chaves, Rima Zemaityte-De Iuliis, Suzan Manaa

TRANSITIONAL HOUSING SERVICES

Year at a Glance; April 2021 - March 2022



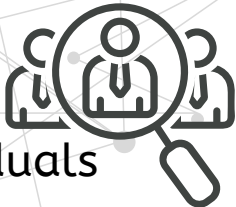
17 Newcomer Families Hosted
2 Moved to Subsidized Housing
2 Moved to Market Rent



449 Individuals Served with Complex and Urgent Needs



Individuals joined professional education programs **5**



Individuals found full-time employment **5**

Client Testimonial

“ I was in HMC housing support program and this year was full of opportunities for my family. HMC helped me get a good job, and by working in a good organization, I gained confidence and upgraded my standard of living. HMC provided the best platform for me and my children’s education. I was able to upgrade my IT skills through the Npower program. I never felt insecure because you always looked after my family and me. I am not left alone even when I am about to leave this transitional housing, and you provided me a Home Suite Hope opportunity. Words are not enough to express how grateful I am.”

JOB COACHING AND ACTIVE LANGUAGE ACQUISITION

Hiring Immigrants and Refugees Is an Intelligent Business Choice for Canadian Employers

Getting immigrants and refugees promptly into work is a top priority. It expedites their integration and their ability to participate in society fully. Immigrants and refugees always want to rebuild 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.

HMC job coaching program is a well-designed service for newcomers to advise them on how to learn job-related skills, find work and pursue a particular career. Our goal is to provide our clients with more than a “survival job,” motivating clients to create a career plan that enables them to be sustainable and financially independent while building Canadian experience. We are actively reaching out to potential employers and working closely with them to arrange and provide additional support for clients with low English ability to adjust more successfully to the workplace.

We continuously work with clients and help them write their resumes complete job applications, practice their interview skills, and show them where and how to find available jobs. We are coaching clients to learn the requirements of the new job as well as new ways of interacting with people at different levels of the hierarchy and expectations of acceptable conduct than they may be used to.

The Language support component is an essential, integral Job coaching program offered online. This program component addresses the unique needs of newcomers in language learning by focusing on communication skills as necessary tools for successful settlement and integration. These classes happen once a week and are designed to help refugees and immigrants with low English excel in the workplace.



Students with HMC Teacher Behije Noka (Right most)

JOB COACHING AND ACTIVE LANGUAGE ACQUISITION

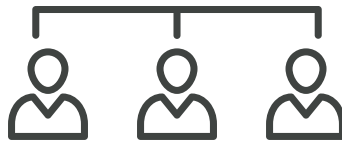
Year at a Glance; April 2021 - March 2022

157



Clients Received

113



Total Employers

33

Longterm Employment
Retained Clients

88

Total Clients Employed



Language for
Employment
Support
Session
Attendees

53

Total
Sessions

150



Client Testimonial

“ I have been in Canada since 2015. I was a student in the Emirate of Arab. I found this program's active language learning topics very useful and exciting.

Also, help me to develop conversations without feeling shy. Each lesson teaches a new vocabulary and how to form correct sentences.

I am very grateful for our teacher teaching us in such an enjoyable way. Thank you. ”

INTERPRETATION AND TRANSLATION PROGRAM

HMC is the leading provider of language interpretation, cultural brokers, and translation services. Our services expanded within Halton, Hamilton, and Guelph Regions, which excel significantly yearly with additional regions, customers and users. Every year HMC increases our pool of interpreters and translators. We are committed to providing accurate, accountable, confidential, impartial, consistent, proficient, and liable interpretation services, which enhance inclusive communication for service providers and clients through effectively managed, qualified interpreters.

Our goals are to eliminate language and cultural barriers, promote equitable access, communication, and services to newcomers and service providers, and create employment opportunities for skilled newcomers in their area of education as self-employed and explore a new career. HMC adapts to the technology apps access such as Zoom, video, google meet, Webex, conferences, phone, and more. We offer services in 120 languages and dialects with our pool of professional, trained, certified, and screened Interpreters and Translators.

We offer our translation services to corporations, community agencies, and individuals for materials such as official documents, websites, video transcribing and translation, flyers, brochures, passport stamps, and ant educational or legal documents. Our focus is to create welcoming communities where everyone belongs.



L-R: Priyanka Khanna, Sonia Figueroa, Hanadi Almasri

INTERPRETATION AND TRANSLATION PROGRAM

Year at a Glance; April 2021 - March 2022



2,849 Total hours of Interpretation

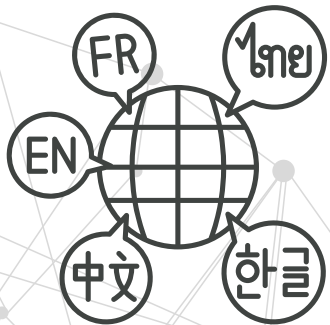
601 Translation Projects

Hi!

Interpreter Testimonial

“My name is Roula Baker Abdin, I’m an interpreter for Arabic and Turkish languages. I started working as an interpreter by coincidence, shortly after I arrived in Canada in 2007. Interpretation is such a wonderful job and unending daily excitement and learning space. I help people communicate better and they help me secure a good, happy living. HMC has been a very helpful place that supported my skills in the languages and helped me flourish and improve over the years through training workshops, meetings, and wonderful guidance. Here at HMC I had my first Turkish assignment, obtained my medical terminology through an online course they offered, and was advised to apply to Immigration and Refugee Board as an interpreter. I read once a quote that says” If you love your work, you never have to work” this is how I exactly feel with each assignment. I am thankful to be here together at HMC and to continue serving this beautiful community.”

Best regards, Roula



Popular languages:

- Arabic
- Mandarin
- Spanish
- Farsi
- French
- Punjabi
- Urdu
- Dari
- Korean
- Portuguese

CULTURAL DIVERSITY TRAINING PROGRAM

Halton Region receives an estimated 3000 newcomers each year to settle in our community with the numbers steadily increasing. This is a clear indication that our practices and policies must change to be reflective and inclusive of everyone in our community. It is our goal that our services should be more engaging on issues that affect each of us - especially issues of diversity.

Although diversity and multiculturalism are not new concepts, their reality in our community is becoming increasingly apparent. Because of the rapid changes in our community, the need for cultural diversity training on many levels becomes crucial. Initiating discussion about differences creates and necessitates a shift in thinking for most people who have never considered the concept of 'diversity'. We work towards creating a safe space in which participants feel free (and encouraged) to share their thoughts, challenges, feelings, and experiences, we hope to create an environment where positive learning takes place. Our approach is experiential and highly interactive. We believe that when participants take safe risks and completely engage in the learning atmosphere the greatest potential for understanding can be reached. Our Cultural Diversity Training is affecting many changes in our community. The framework of eight modules such as: Understand the Key Concept of Cultural Diversity in Data & Numbers, Language Matters in Effective Intercultural Communication, Self Awareness, and pre-judgments, Mitigating Unconscious Bias & Self-Awareness, Terms to understand and Foster Inclusion, Discussion of the Key Concepts of Culture, Anti-Racism is a collective Journey & Developing an Ongoing Practices that is Culturally Responsive & Client Centered.



Our goals for this training are to change our ability to think, feel, and act in ways that acknowledge, respect, and build upon ethnic, socio-cultural, and linguistic diversity and operate within a different cultural context, and be sensitive toward different groups. Also, to fulfill the capacity of our team to comply and have the capacity to function effectively.

Creating a welcoming place is about eliminating misconceptions and negative stereotyping of people with diverse backgrounds by introducing the concept of cultural awareness in the workplace. Diversity training is a genuine opportunity to learn, grow and change.

Services providers and stakeholders reflected shared some impacts regarding the training such as the assigning of new positions for diversity officers, development of assessment tools for Diversity Equity and Inclusion at the workplace, focusing on client-centered services, and many more.

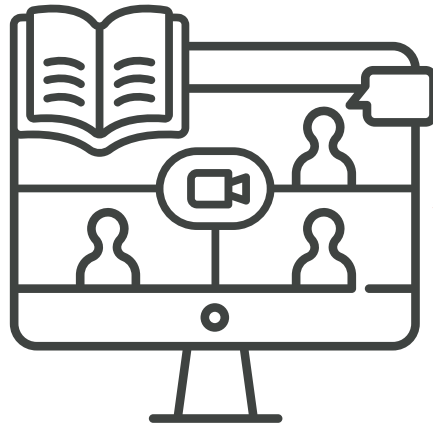
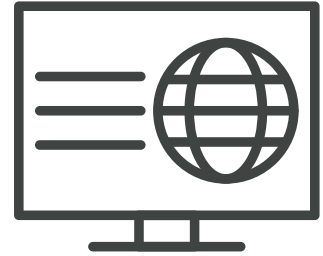
Program Director - Hanadi Almasri

CULTURAL DIVERSITY TRAINING PROGRAM

Year at a Glance; April 2021 - March 2022



Developed
Anti-Racism Webpage



15 Educational Sessions

377 Participants

75 Organizations

45 Self Trainings



Posted
different
keywords
and
articles on
Twitter,
Facebook &
LinkedIn

Client Testimonial

“At my job, I need to not act with unconscious bias and treat everyone with respect and inclusion. I liked the anti-racism training the most because it emphasized the need for this education to be ongoing.

The modules were extensive and covered a wide range of topics.

It helps me understand and respect the different nationalities of people undertaking tasks in our office. I begin to understand their culture, their belief, and practice, especially in food preparation.”

ADMINISTRATIVE SERVICES

Our Administrative Assistants must have knowledge of all the services and programs of HMC because they are the first point of contact for people seeking information about our organization. They must be constantly aware of changes, new projects/programs, and events from different departments at HMC to provide accurate information.

With the launch of our new website, they can respond quickly. They redirect clients to the website to encourage them to see more information on other services and the monthly calendar events. They are not only providing customer service to external clients but also our staff. To improve response time and to speed up assessment, in collaboration with the settlement, we are able to create a new process for the client intake system to assist new clients and the Settlement Specialists. This enables new clients to participate quickly and avoid long wait times for our Community Connections programs. Our Administrative Assistants have developed skills to multi-task in answering our chats live while answering calls or assisting clients coming into the office and, at the same time, communicating with staff in MC Teams. Their job scope is not only Administrative or clerical functions anymore but has expanded to different work areas in Community Connections, Employment Support, Commissioner of Oaths, Career Accelerator Program, Operations/Finance, Language program, and Media/Website/Newsletter covering other employees during their absence while performing the task for them. With our dedicated and hardworking Administrative Assistants, HMC has managed the growth of clients seeking our services and providing a quality and efficient service.



L-R: Samantha Wijetillake, Zarah Felix, Regina Goze, Norma Prado, Cathy Wu



L-R: Loretta Wang, Micky Gotla-Sellers, Grace Park, Danya Nayyal

ADMINISTRATIVE SERVICES

Year at a Glance; April 2021 - March 2022



Total Walk-In
Visitors **330**

Milton **126**

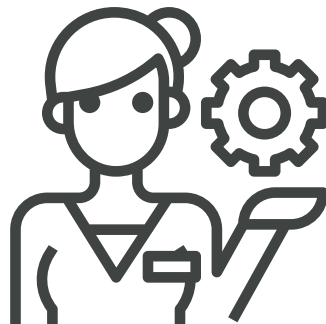
Burlington **94**

Speers **73**

Dundas **37**



Total
Chat **1,510**
Volume



Administrator =
Frontrunners of HMC

Client Testimonial

“HMC administrators are true embodiment of their profession and organization's mission and vision”

CAREER ACCELERATOR PROGRAM

The Career Accelerator program at HMC allows internationally educated healthcare professionals (IEHPs) to identify career options that help them establish long-term sustainable employment in their field of practice. Participants are mentored and coached on all aspects of their job search.

Amid the COVID-19 situation, CAP ensured the successful integration of IEHPs into the Canadian labor market and catered for the future demands of the health and social service sectors (such as physician assistants, ultrasound technicians, pharmacy assistants, phlebotomists, IVF coordinators, etc.).

Our program played its part in removing systematic and professional barriers for the IEHPs. As a result, the program is now part of the internationally trained professional access coalition and a member of the Ontario health part of the patient family advisory committee. Our collaboration with our stakeholders and community partners has substantially impacted the delivery of our services and connecting our clients to healthcare service providers.

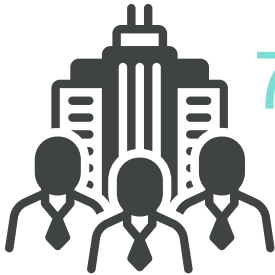
We have also provided healthcare training, and 60 IEHPs were certified for Phlebotomy, IM (intramuscular injection), and EMR (electronic medical record). Our partners are medical clinics, pharmacies, dental offices, pharmaceutical companies, fertility clinics, and hospitals. The positions offered to our clients were pharmacy assistant, physician assistant, office manager, lab tech, phlebotomist, ultrasound tech, and observership.



L-R: Ayesha Usman, Nilofar Yousaf, Meray Sadek, Aatika S. Abbasi

CAREER ACCELERATOR PROGRAM

Year at a Glance; April 2021 - March 2022



70 Active Employers

52 Successful placements



37 Community Partners



Our Partners

Medical Clinics

Pharmacies

Dental Offices

Pharmaceutical Companies

Fertility Clinics & Hospitals

520 Total Clients Assisted

52 Newcomers got Paid Canadian Work Experience



Client Testimonial

“ I don't have words to express my gratitude to HMC Connections CAP for helping me get my first job in Canada. HMC representative was an amazing support throughout the hiring process. She not only connected me with employers and refined my resume, but also mentored me in preparation for job interviews. For all concerns, I always felt that I had an attentive listening ear, and my concerns are being taken care of! I wholeheartedly would recommend CAP to all aspiring newcomers who are ready to be integrated in the Canadian workforce.

Thank you so much.



HMC AMBASSADORS

HMC Ambassadors are dedicated individuals and organizations who generously volunteer their time and expertise to support HMC's pursuits and endeavors for the purpose of helping us build vibrant and vital connections for newcomers community in Canada.

We extend heartfelt gratitude to all of them. Their participation fuels HMC Connections in building a warm welcoming community for new immigrants.



Thank You

Canada



RBC
Royal Bank



WOODBINE
cares



COGECO

The Water Store



HMC AMBASSADOR IN FOCUS: FLORENCE MEATS

Florence Meats is known for its small-batch, high-quality products, and first-class customer service. In addition to a variety of premium Southern Ontario meat products, Florence Meats makes a South African-styled meat snack called “biltong.” The values of the original owners, and subsequent generations, led to a focus on community-building. Florence Meats has been directly involved in several community service initiatives over the past 45 years.

Florence Meats has provided employment to many of HMC clients and we relish a sound working equation with them. They believe in the upliftment of newcomers in Canada, and support HMC in creating a welcoming community for immigrants by providing suitable job opportunities for non-Canadians. Florence Meats has been referring us to fellow employers and helping us expand our reach to help more and more job seekers new to Canada. We would like to thank them for their continued strong support!

HMC in conversation with Ms. Carol Goriup, Owner Florence Meats



L-R: Damian Goriup, Michael Goriup, Carol Goriup

HMC: What have you enjoyed most about hiring newcomers?

FM: Florence Meats was founded in 1977 by Mario and Maria Goriup, newcomers to Canada. Today, Carol and Damian Goriup and their son, Michael, run the business with a continued emphasis on connecting with the local community. Over the past 25 years, Florence Meats has hired several newcomers, some of whom have been employed for 20+ years. It is admirable to see the effort that newcomers bring to their work and their focus on building a life in Halton Region. In particular, “As they become accustomed to their new jobs, they see how it spreads to their family life and begin to connect with the community. These connections multiply very quickly!”

Florence Meats

Premium Quality Since 1977

HMC AMBASSADOR IN FOCUS: FLORENCE MEATS

HMC: Can you describe your experience working with HMC Employment Support?

FM: Working with HMC has really made the onboarding of newcomers an easy process. HMC representative was an absolute gem to work with! With her kind and courteous manner, she sat in on interviews providing the newcomers with comfort during the process. After the hiring process, she provided follow-up calls/emails to the newcomers making them feel supported in their new employment. We enjoyed our experience with HMC and look forward to working with them in the future.

HMC: What suggestions would you provide to employers about hiring newcomers?

FM: Running a business can be complex and time-consuming. Working with newcomers, business owners will benefit by recognizing that in addition to learning how to perform the new duties in the job, these individuals are also learning about work culture, social norms, specialized vocabulary, and much more. Based on this, we recommend the following approach:

Firstly, use clear, simple communication - Communicate job duties and how the team works together, uncomplicated, and consistently. This will help newcomer staff to learn, leading to faster onboarding and fewer potential obstacles.

Secondly, leverage a variety of strategies for training - If possible, visually demonstrating specific tasks has also been successful for the team.

Lastly, recognize and support the 'whole person' - Carol and Damian involved their entire staff, and indeed their customers, in welcoming and supporting their recent new team members. Recognizing that what is happening outside work affects performance at work and supporting the 'whole person' is a cornerstone of working in this family-owned business.

And while there is no magic recipe for running a business, creating new opportunities for newcomers is an excellent ingredient!





United Way
Halton & Hamilton

Ontario



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