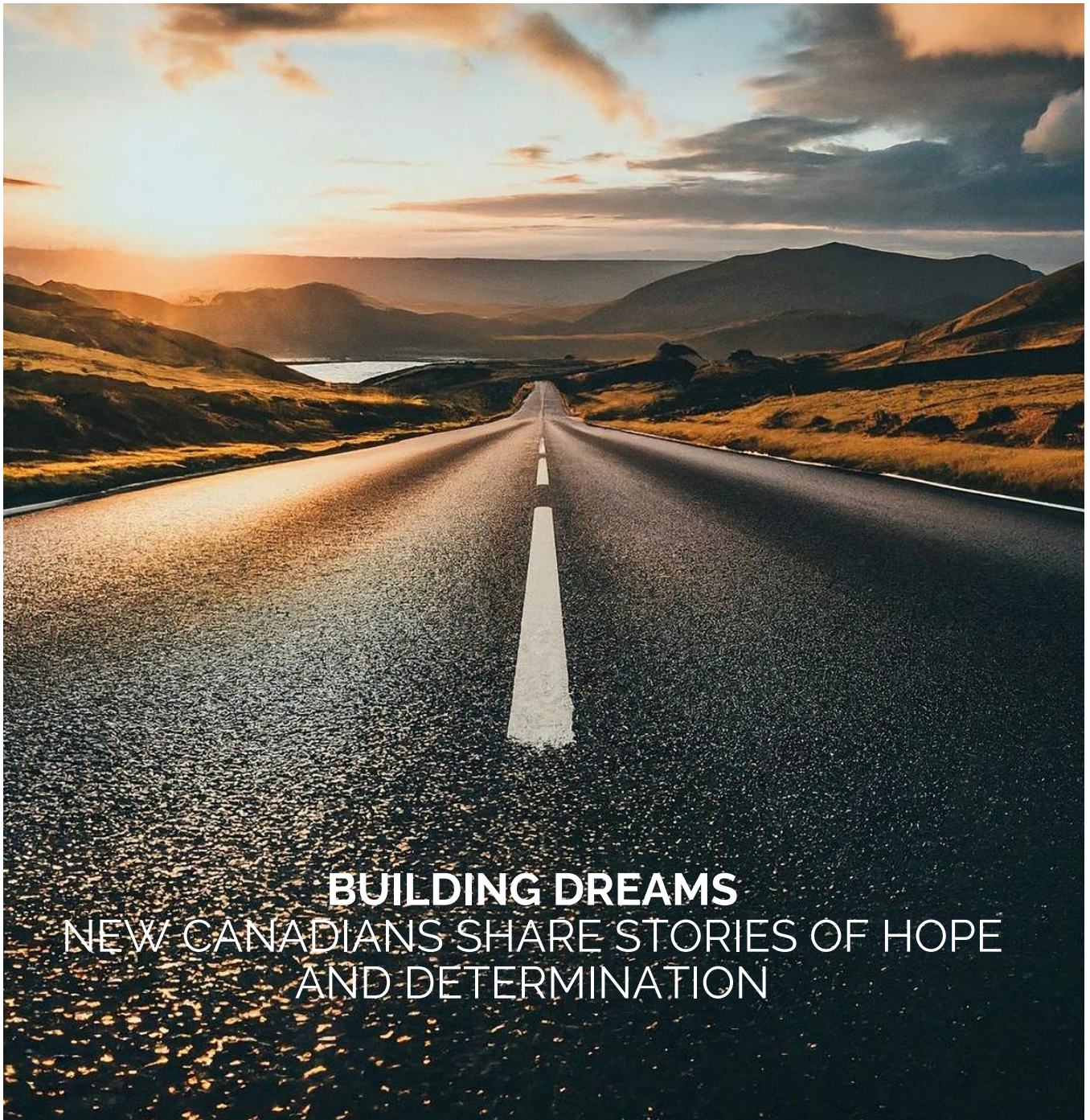


2024

ANNUAL REPORT

April 1, 2023 to March 31, 2024

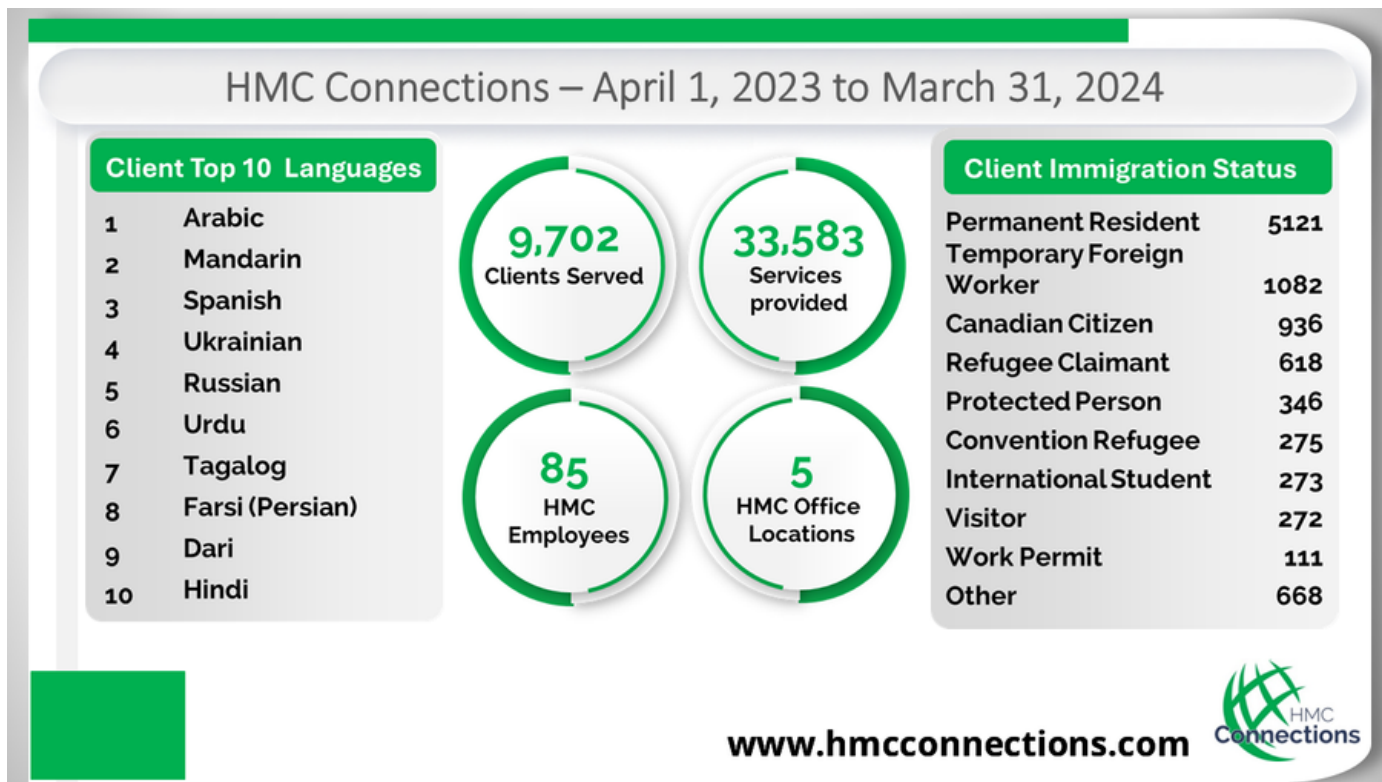


BUILDING DREAMS
NEW CANADIANS SHARE STORIES OF HOPE
AND DETERMINATION

Land Acknowledgement

We begin by acknowledging the land and our responsibility to care for and respect all that provides us with life. This land upon which HMC Connections is situated is on the ancestral, treaty and title lands of the Anishinaabek Ojibwe Michizaagiig Nation, now known as the Mississaugas of the Credit. Michizaagig territory in the past and present continues to host both Indigenous and non-Indigenous peoples.

The HMC Connections is committed to continuous knowledge building with respect to actions that address and resolve the ongoing impacts of colonialism. We do this by learning and understanding the true history, treaty obligations, duties and responsibilities and Indigenous Rights while actively maintaining mutually beneficial relationships and collectively respecting and caring for the land.



Executive Director's Message



Kim Jenkinson

Executive Director

“2023 was HMC's 45th anniversary and HMC had our biggest year ever. We served more people, hired more staff and continued our community outreach through partnership and collaboration.

We are well connected to our community and passionate about the work we do.”

It has been a challenging year with prices rising and so many in our community finding it harder to make ends meet. A big thank you to our funders who help us to support people: Immigration Refugees and Citizenship Canada, the Ministry of Labour Immigration and Skilled Trades, the Region of Halton, the Women's Directorate, Heritage Canada, RBC, CN, Woodbine Cares, Cogeco, Panago Pizza (many of whom are our long term sponsors for Multiculturalism Day. We appreciate your support and trust.

Thank you to our Board of Directors for their time and leadership. As we come into our strategic planning year we look forward to the conversations that will set the path for HMC over the next 5 years.

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

Please be aware all of the stories in this report take elements from actual client stories but are a compilation and not relating to a specific individual. We thought this story telling approach might be a more enjoyable format. Please do let us know what you think.

Congratulations to all of HMC on an outstanding but challenging year

And let us all pray for peace.

Financial Report

Income Statement	2023/2024	2022/2023
Revenue	8,519,904	7,200,379
Expenditures		
Salaries and Benefits	5,310,688	4,600,105
Other Operating Expenses	2,834,359	2,114,800
Amortization	143,101	141,164
Net Operating surplus(deficit)	231,756	344,310
Gain on sale of property, plant & equipment	0	462,796
Excess of revenue over expenditure for the year	231,756	807,106
Balance Sheet		
Net Assets		
Current Assets	2,108,794	2,164,939
Capital Assets	921,569	1,028,629
Total Assets	3,030,363	3,193,568
Liabilities		
Current Liabilities	274,857	266,430
Deferred Grants	537,732	941,120
Long-Term Liabilities		0
Fund Balances	2,217,774	1,986,018
Total Liabilities and Fund Balances	3,030,363	3,193,568

Community Settlement



The young family of MB his wife and their six-year-old child arrived in Canada as privately sponsored refugees in May 2023.

Through their sponsoring church, they contacted our HMC Community Settlement Program. After their needs assessment with one of our Settlement Specialists, the family created a plan for their settlement process: Appropriate affordable housing, language instruction and employment were the key priorities to focus on.

With coordination and support from HMC Community Settlement, the sponsoring church, and other community connections and networks the family found a place to settled in Halton Region.



183
Group Sessions
1,039
Participants



18
Citizenship
Sessions
105
Participants

As improving their English fluency and employment were identified as their second and third priorities MB was referred internally to the HMC Job Coaching Program, where he received assistance in improving his writing skills and attended pre-employment workshops to prepare for the Canadian job market. Fortunately, after applying and preparing for the job training, MV found a job as a school bus driver. He was also helped in finding and registering for a free online digital marketing course, which he sees as his future career.

At the beginning of June 2023, MG, MB's wife found out she was expecting a baby. With these news, the family had to make changes to their initial plans. Embracing their new reality the wife enrolled herself in a full-time Medical Assistant Program, providing some financial support for the household expenses through OSAP while the grandparent who lives with them cares for the newborn baby.

With the baby on board, this family was also connected with local community agencies that provided guidance and resources for the new baby's arrival. The family welcomed their new baby boy and is now more settled, living, studying and working in our community.



Client Top 10 Languages	
1	Arabic
2	Mandarin
3	Spanish
4	Ukrainian
5	Russian
6	Urdu
7	Farsi (Persian)
8	Tagalog
9	Dari
10	Hindi

“The first year of settlement was a huge push forward; we believe the upcoming years will be more smooth as we know better about living in Canada now.”

Youth Settlement



A new immigrant, single mother with 3 children approached a YSS for support. The mother recently separated from her husband and was struggling to move forward with her life. Before separating, she had been completely dependent on her husband.

The main issue for this client was that she had received physical and emotional abuse from her spouse. She also initially had no access to Child Tax Benefits as her husband was the one receiving the CTB and she was left without any funds. As a result, her landlord was threatening the client with an eviction notice as the mother could not pay rent. To make the situation worse, the client's spouse had access to all of her emails and phone details, making her scared to reach out for help.

The YSS advocated on behalf of this client for the Child Tax Benefits to be shifted from the father's account to the mother's account. Also, Income Tax Filing clinic referrals were provided to the client to file taxes so that she could continue receiving CTB. This client was also referred to HMC's Crisis Intervention Specialist for additional support. Since this client was a victim of partner violence the Halton Police were involved and helped provide the client with a new phone and phone number as well as providing shelter support options to her family.

The client has stated that HMC is a place she can call home and sees us as family since HMC was able to support her with the resources she needed to move forward with life.



Crisis Intervention

Our Crisis Intervention Specialist (CIS) worked with a client family from Mexico that was referred by a YSS. The challenge for this family was that the father was being mistreated by his employer. The CIS supported the family in moving to a shelter and connected the family with police so they could get a protection order from their former employer.

With the support of HMC, the client family is no longer in crisis. They were able to get work permits and IFHP coverage, they were referred to a family doctor, the parents were registered for English classes and their children were registered in school.

The family is very grateful to no longer be dependent on their past employer and to finally be in control of their lives again.



Community Connections Youth

At our HMC Summer Camp, our youth are able to learn through our educational workshops, have fun during our field trips, and test their confidence & communication through our exciting events. One of our campers had an amazing breakthrough during one of our cycling events.



One of our campers stood nervously outside the cycling group, watching other youth hop on bikes with ease. He had never ridden much before and felt out of place. But as the first class began, he decided to give it a try. With each pedal stroke, he felt his fear melting away. The instructor cheered them on, and soon he found himself laughing alongside a group of new friends.



They shared tips and stories, their camaraderie growing with every activity. By the end of the event, he was leading rides and inspiring others, his confidence blossoming like the flowers along the trails. For the rest of the camp, he was able to make so many new friends and learn new skills which would help him in his new life in Halton.

“Jumping into that cycling class taught me that taking risks can lead to new friendships and a confidence I never knew I had. Thanks to HMC for helping me grow in so many ways and preparing me for a new life in Canada.”



Language



13 LINC Classes
100%
Enrolment &
Attendance

Top 10 Countries of Birth		
1	China	230
2	Ukraine	34
3	Afghanistan	14
4	India	11
5	Iran	10
6	Pakistan	10
7	Iraq	9
8	Russia	5
9	Venezuela	4
10	Colombia	4
	Other COB	47

When the client first arrived in Canada, he encountered numerous challenges navigating Canadian culture, customs, and laws, with language and communication being particularly daunting. Overwhelmed, the client began to doubt his decision to immigrate. However, joining the HMC Language Program was the beginning of a major change. From his first day, he discovered a supportive environment where he was learning not only English, but also essential knowledge for life in Canada, such as banking, making returns, and how police services work. As his familiarity with Canadian life and culture grew, he was more and more able to integrate into his new community.

By the time of his graduation from the HMC Language Program, our client had found new confidence, and no longer questioned his decision to settle in Canada. He decided to challenge himself once again, and pursue a job in the trades. With guidance from his Language Program teacher and Settlement Specialists, he applied and was accepted into the pre-apprenticeship in plumbing at a local college. After two years of study at HMC, our client successfully advanced to higher education. He has expressed gratitude to the HMC Language Program team, Settlement Specialists, and Employment Support team for their invaluable assistance.



Employment Support



114
Group Sessions
1,436
Participants

Getting a fresh start with the new year in January 2024, a client was referred to HMC Connections through a friend. She had worked in both Communications and as a Business Analyst prior to arriving to Canada, and was enrolled in a full-time education program to further develop her skills, learn about the Canadian labour market, and learn about Canadian culture. The client, who describes herself as 'conscientious' and 'responsible', took advantage of the variety of programs and services.

She spent time preparing herself for job search: researching her target industry and companies to understand what employers are looking for in candidates, attending HMC's job-search readiness webinars to build resume-writing and interview skills, and actively making new professional connections to enable her job search. But it wasn't easy. There was frustration, disappointment and uncertainty along the way. It took 6+ months, but the client realized that even when she was not successful in getting a job she'd applied to, she learned something through the process of applying.

The thrilling outcome from client's consistent efforts? She is now working as a Senior Business Analyst, where she is leading a team, bringing her global perspective and 5+ years' experience to the organization, while continuing to learn every day.

For newcomers entering the job market, my advice is to stay patient and persistent. The process can be long and challenging, but with the right support, you'll get there. Build a strong network, seek guidance from people like HMC Employment staff[CH1] who can help navigate the complexities of job searching, and don't be afraid to ask for help when you need it. Most importantly, believe in yourself and your abilities—rejection is just part of the journey to finding the right fit. Keep pushing forward, and remember that every "no" brings you closer to your "yes".



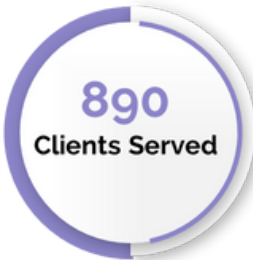
Job Coaching and English for Employment

HMC's job coaching program is a powerful and impactful service, designed to transform the lives of newcomers who often face challenges with language skills and a lack of professional contacts. We aim to empower them to create a career path that leads to financial independence and sustainable success, all while building valuable Canadian experience. Our online language support classes aim to help job-seeking clients improve their English skills, boosting their confidence and employability. These classes focus on real-world applications, such as workplace communication and everyday tasks, using role plays and interactive activities. The holistic approach covers reading, listening, speaking, writing, and critical thinking, ensuring well-rounded proficiency.

In January 2024, a talented professional from Kiev, Ukraine, reached out for assistance after fleeing the war and settling in Canada. With a background in supply chain management, She had been caring for her child upon arrival in Canada but was struggling to re-enter the workforce. She felt limited to survival jobs, primarily due to her lack of Canadian work experience and doubts about her English communication skills.

In a critical turning point, the client applied to Humber College's Bridging Program for Supply Chain professionals. She managed to submit her application on the very last day of acceptance, and, fortunately, she was able to enroll.

By June, client's hard work and persistence paid off. She secured a job in the supply chain sector at Epiroc, a leading global company. From doubting her ability to communicate effectively in English to landing a professional role in her field, this client's journey is a testament to resilience and determination. She has successfully rebuilt her career, overcoming the odds and finding a bright future in her new home.



206
Obtained
Employment

I am writing to express my sincere gratitude for the invaluable advice and support you provided during our sessions. Your guidance to participate in the Humber college Bridging program has had a profound impact on my life. I have successfully finished Supply Chain Awareness Program and Employment Humber college. I am thrilled to share that I have recently secured a job in Supply Chain and I truly believe this would not have been possible without your help. Thank you once again for everything.

Job Coaching Languages

- 1 English
- 2 French
- 3 Arabic
- 4 Ukrainian
- 5 Russian
- 6 Dari
- 7 Pashto
- 8 Farsi
- 9 Urdu
- 10 Hindi

Community Connections

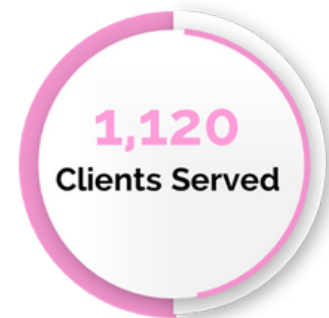


593 Group Sessions
3609 Participants

HMC added two new group programs, the Public Speaking program, and the Family Connect program helping newcomers connect with the community they live in and creating a positive impact on their settlement. Here are a couple of the client's statements about the programs:

We increased in-person group programs and continued regular existing virtual programs. Celebrated contributions of our Volunteers, New Year's Around the World and Multiculturalism Day.

“People here are friendly, supportive, respectful, and convincing. The two Facilitators for Connecting by Theatre and the Public Speaking programs are amazing. They built an ambiance for each newcomer to feel welcomed and cozy to stay, skillfully taking the weight of self-consciousness away, and cleverly pulled everyone closer by sharing the same identity of immigrants in the same boat. Their courses are thoughtfully designed, carefully prepared, and effectively delivered. Engaging, practical, and fun! I had a good time here. And after taking these two programs, I believe I'm more at ease speaking to a larger audience or for a thing I care a lot, and more comfortable to be around with new people. I feel I am better equipped.”



“So my experience with HMC is as what I put in my thank you note: "Canada is a great country. Good people like you built it together. And newcomers will follow your footsteps.”

To help newcomers become job-ready and get employed, HMC has offered placement for four post-secondary students who secured employment after their placement.

Community Connections Mentoring



Top 10 Countries of Birth

- 1 China
- 2 Ukraine
- 3 Egypt
- 4 India
- 5 Nigeria
- 6 Pakistan
- 7 Korea
- 8 Afghanistan
- 9 Iran
- 10 Saudi Arabia

“Coming to Canada, I wanted to practice as a social worker but all I saw were barriers. HMC linked me up with my mentor who is presently practicing as a social worker. She made the whole process of starting out my career simpler. Gave great suggestions on organizations who are employing and she is willing to recommend me to the organization once I complete my registration. She shared with me volunteering opportunities that could launch me into my career.

Mentorship helped me get knowledge of the area I should specialize in. It also helped me know the steps for career development. I gained great volunteering opportunities, knowledge of organization employing people and who also pay well, knowledge of recreational centres in Canada and opportunities for newcomers.

This mentorship shaped my future plans in Canada, I started a 1 year diploma course which my mentor encouraged. I got ideas on how to navigate my accreditation. All thanks to HMC Connections. ”



Career & Language

76 Mentors

126 Mentees

Transitional Housing Services



During 2023 and 2024, we hosted 7 new newcomer families and continue providing services to 3 more. 6 out of these 7 families are women victims of domestic abuse and their kids who escaped from an abusive relationship and became homeless. This forced the case manager to change many of the service strategies while exploring and accessing new resources to serve this population, but it has been very rewarding.

Many of these women are currently working on recovering their mental health, healing their bodies, learning new skills, working towards independence and focusing on new beginnings.

10
Families hosted

Many of these women are currently working on recovering their mental health, healing their bodies, learning new skills, working towards independence and focusing on new beginnings.

7
Women
Victims of
Domestic
Abuse

“Why me? Maybe I deserve it, perhaps he is right. I am not a good woman!!! I left my country, my family, my culture, I gave up my career and my dreams and followed him to Canada because he promised me a better life. I am sure he loves me, he is a good father and a responsible provider, but why he make me feel I am not good enough?, suddenly he doesn't want me to leave the house and now I can't have or manage my own money.

The unbelievable happened. I am going through my darkest time, nobody will believe me, my family will ask me to ignore it and remain silent, I can't damage his honor. I am afraid, my kids can't sleep at night and I am sure this could happen again. I will lose my house, the kids will miss their father, I will be alone and hopeless. Should I stay? Should I go? I need a helping hand!

I decided to be brave, I called police and he is facing justice but I lost my place. I was evicted. I am temporarily in a shelter missing my house, missing my things, but I know I am safe and a good future is ahead of me.

I heard of HMC, I learned about their homes and their support. I feel relieved and hopeful. I know it won't be easy but I trust their plan. Now I am here, healing, rebuilding, trusting, believing. I know I have a long way and many challenges, but I feel supported, cared, loved. I am a survivor and I know I can!!! ”

Crisis Case Management

Over the past year the crisis program has assisted 147 individuals with very complex situations such as housing, homelessness, family break-ups, access to legal services, and employment. 591 visits and follow-ups until the time of reporting.



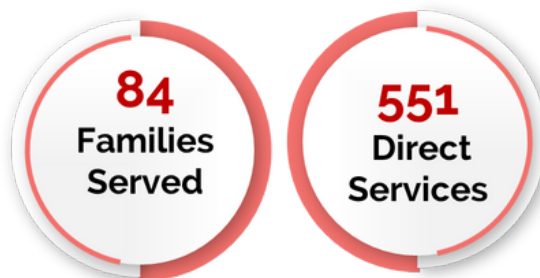
“ I had a very successful career abroad as an accountant, I had the means to take care of my family and life was fairly stable. We were living a good life. Then, all that changed when I was told that I was not allowed to stay in the UAE anymore. I had to get out with my wife and 5 kids. All of a sudden, we had to leave everything we had behind.

I paid someone a very large amount of money to obtain Canadian Visas, and to arrange for accommodation once we arrive. He did manage to get us Visas, but once we landed in Canada, he disappeared. He didn't fulfill his initial promise to find us accommodation. He took all the money and left us alone. No job. No money. No home. Nothing.

It was all a daunting task. We were living in homeless shelters. We had no one to help us in taking care of our life matters here. Then, we got hold of HMC. HMC offered us support for permanent residence, food, financial assistance, legal aid, English classes, and employment services. HMC helped us get our life back. Nowadays, I work two jobs, and my wife supports me as she can. I will always be thankful for the help we received from HMC, We are very happy that we connected with them. ”

Transitional Housing For Ukrainians

In the past year, the Subsidised Housing program for Ukrainians has served 247 people (84 families). They were assisted with finding and renting housing, received housing subsidies, and were helped with household items, furniture, and settlement services including dealing with crises. 551 direct services provided by this program. 4 families from this program left Canada and went back to Ukraine.



Transitional Housing For Ukrainians



We had to leave our country because of the war. Nobody in our family spoke English, but we had heard from others that Canada is a safe country for raising children. When we arrived in Canada, we didn't know where to go. We were everywhere looking for a place to rent, but nobody wanted us because we had no credit history, money, or jobs, and didn't speak English. We had received payments from the Canadian government and were using them to pay for a motel.

Some Ukrainians re-posted a listing on social media about renting a basement apartment. We contacted the landlord, and he agreed to lease us the place for cash only, but if my husband agreed to work for him. We had no choice and paid him all the money we had.

Living in a basement apartment with little children and noisy neighbours on the first floor is not that easy. Our bedroom was in the same space with a water heater.

The employer was taking money for rent leaving us a bit to purchase food. Fortunately, my husband at work met another Ukrainian who knew about HMC Connections. We called them the same day and learned that we could receive financial help – payments for two rent months. We started collecting all the needed documents, but couldn't get the most important, Rent Lease Agreement because we didn't have it, and our landlord said he would not sign one with us.

We then asked him for proof that he receives money from us but he refused. We were explained that the best would be for us to rent another place. My husband found another job, and with HMC Connections' help, we found another place, rented it and received financial help. Our life changed. I found a part-time job, we are learning English and living on the fourth floor of an apartment building. 



84

Families served

247 Individuals

4 families left
Canada to Ukraine

Healthcare Connect (HC) Program



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

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

1,103
Clients served

45
GTA
Engaged
Employers



Our program actively worked to eliminate systematic and professional obstacles faced by IEHPs, leading to its inclusion in the internationally trained professional access coalition and membership in Ontario Health's patient family advisory committee. Collaborating with stakeholders and community partners significantly enhanced the delivery of our services and facilitated connections between our clients and healthcare service providers.

The program has supported 1103 clients, offering them valuable paid or unpaid Canadian work experience. This opportunity has benefited 130 highly skilled newcomers by reducing barriers to entry into the healthcare sector. The program reached out to 300 healthcare employers and actively worked with 45 healthcare employers across GTA. Building on the program's success, HMC secured an additional one million dollars in funding from ESDC, enabling the expansion of the program. The project had been overseen by the College of Physicians of Ontario.



30 clients obtained **Clinical Public Health and Health Research certificates** issued by the **University Of Toronto**

Micro-credentials certificates

- Phlebotomy
- IM (intramuscular injection)
- EMR (electronic medical record)
- Advanced ECG
- Basic Ultra Sound
- CPR
- BLS skills



1,279
Micro-credentials
546
Certificates
Obtained

“I came to Canada a few years ago. Before coming here, I was working in the healthcare industry outside Canada. In my initial days, I used to feel very depressed and low as I couldn't land a job. I am an International MEDICAL graduate and always heard horrible stories about them in Canada. I started exploring healthcare in Canada and soon planned to appear in licensing exams. Eventually, I cleared my exams, but another obstacle was to get the Canadian experience. This was when one of my friends mentioned the HMC Healthcare Connect program to me. My experience with them was terrific and beneficial. They offered me to attend workshops, trainings, networking sessions and job fairs to prepare me for the Canadian workforce industry. They worked on improving my resume before forwarding it to the hiring clinic. Once the resume was forwarded, I was invited in for an in-person interview. HMC Healthcare Connect helped me secure the position as a clinical assistant in one of the primary healthcare clinics. I have been working in this clinic for almost a year now. During this one year, I have learned a lot about Canadian healthcare. I plan to apply for CARMS this year or the following year.”

Interpretation and Translation Services



Language services are vital for ensuring that messages are communicated accurately, respectfully, and in a culturally appropriate manner, facilitating understanding and collaboration. HMCIT provide the service in 120 languages and dialects with our professional, trained 432 Interpreters & Translators.

It is a transitional job for many qualified Newcomers who had a legal status in Canada and speak different languages. HMC are honoured to work with 153 organizations and services providers from different cities and regions.



432 Active Certified Interpreters and Translators
5141 Hours of Interpretation service provided
4318 Interpretation Requests received
52 different languages were requested



Top 10 Requested Languages	
1	Arabic
2	Mandarin
3	Spanish
4	Urdu
5	Ukrainian
6	Turkish
7	Farsi
8	Russian
9	Dari
10	Romanian

Cultural Diversity Training:

Halton Region Police Services Training



35 Training Sessions
200 Officers attended

12 Cultural Diversity Training



Topics covered:

Language Matters Cultural Diversity, Employment Barriers & Challenges, Integrated Client-Centered Healthcare Services, Settlement Services Supporting Newcomers in Their New Society, Cultural Competency.

Cultural diversity training fosters understanding and respect for different backgrounds, enhancing teamwork and communication. It helps reduce biases and promotes an inclusive workplace where everyone feels valued. By embracing diverse perspectives, organizations drive innovation and improve overall performance. HMC supports Services Providers building the EDIB Framework towards providing services for Newcomers that are inclusive and welcoming.

Number of Sessions: 12 Sessions on Language Matters, Cultural Diversity, Employment Barriers & Challenges, Integrated Client Centered Healthcare Services, Settlement Services Supporting Newcomers in Their New Society, Cultural Competency.

Orientation to Ontario & International Student Connect Programs

Orientation to Ontario (O2O) is a bilingual program, co-funded by Immigration, Refugees and Citizenship Canada (IRCC) and the Government of Ontario. The O2O program objective is to ease the transition of newcomers by providing access to standardized information about settling in Ontario and connecting newcomers to community services shortly after arrival.

Orientation to Ontario



46 Sessions
551 Participants

International Student Connect



16 Sessions
400 Participants

SC offers settlement information and orientation to international students pursuing a post-secondary education in Ontario. The goal is to help international students and their families integrate successfully should they choose to settle in Ontario after graduation. Information is provided through 1-2 hours [Let's Connect Information Sessions](#) or [One-on-One Sessions](#) at Colleges and Universities

Finance, Operations and Admin



HMC's Manager of Finance and Administration, Finance Administrator, and Operations and Finance Specialist, work to take care of the finance and operational needs of HMC. They ensure timely invoicing/ collections, and payments to vendors including staff reimbursements. Thank you to the whole team for managing all the special audits and employee needs!



Our Administrative Assistants are always ready to welcome newcomers and assist our HMC staff. They all speak another language besides English, providing multilingual customer service experience and cultural understanding to our diverse clients.

THANK YOU

We wanted to extend our heartfelt gratitude for the incredible work and dedication showcased in HMC Connections' Annual Report 2024. Your tireless efforts in promoting multiculturalism, supporting newcomers, and enhancing cultural understanding are truly commendable.

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

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

Warmest regards,

HMC Connections Team

HMC IS PROUD TO ACKNOWLEDGE THE FOLLOWING FUNDERS, CONTRIBUTORS AND SPONSORS:

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada



Immigration, Réfugiés
et Citoyenneté Canada

