

HMMC

CONNECTIONS

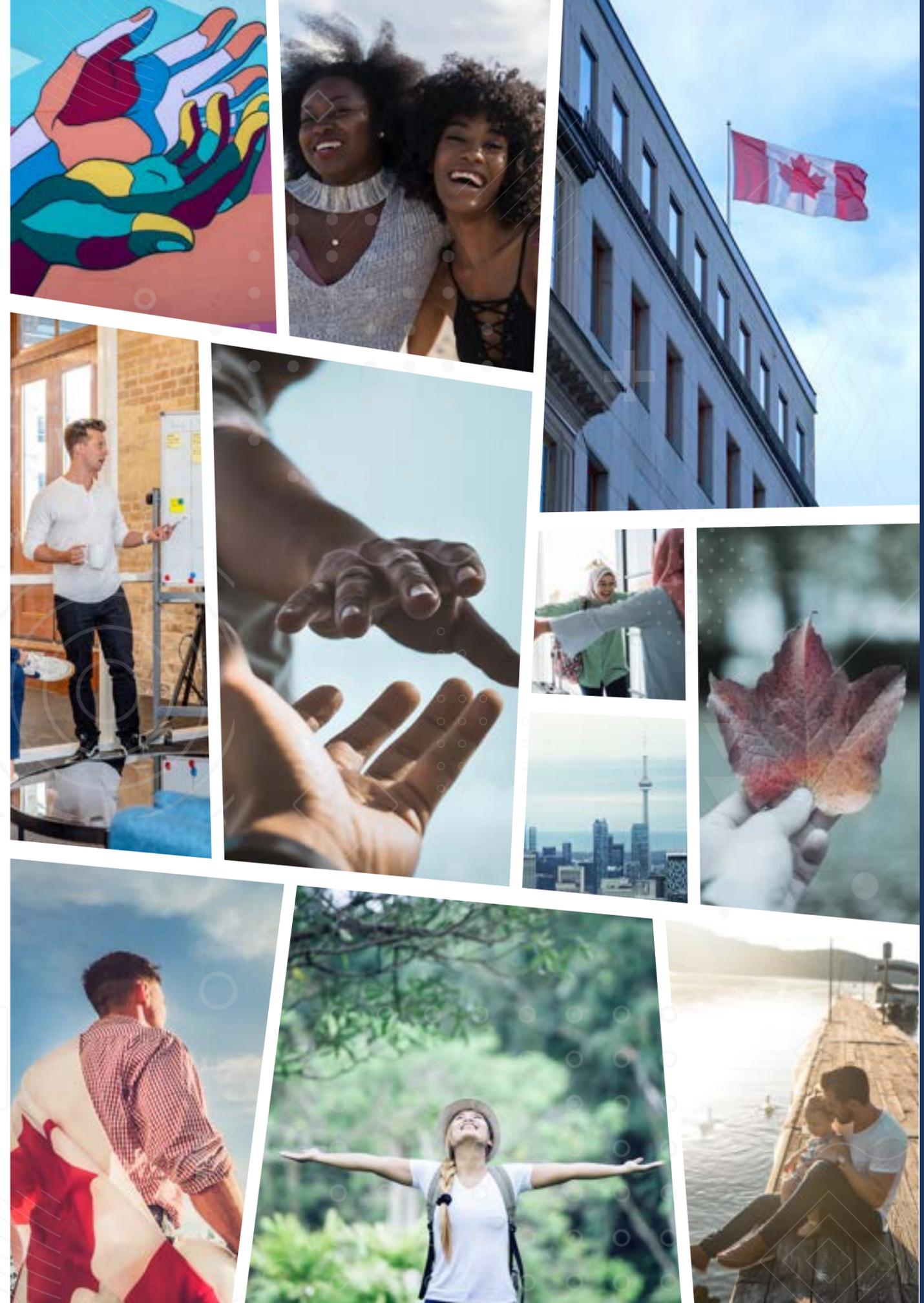
— Annual Report —

One Community for All





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HMC BOARD OF DIRECTORS

HMC is hope.

We are people coming together as a community to welcome and orient new people to our region. We come from across the globe, from all different religions and cultures, and from all sizes of families. We have many common values as we all work in service to others so that they can make good decisions with correct information.

It is such a privilege to work with all of you. So many of you gave up your first career – I know we have doctors, engineers, marketing professionals and architects on staff to name a few. Working with HMC might not have been what you dreamed of as a child – you probably didn't even know there was such a thing as settlement. And yet here you are, living the dream you didn't know you had.

HMC's work on behalf of the newcomer community is important. People can settle more quickly when they get the right information – it saves them both time and money. Connecting people to the community and to resources is critical – all of our services from Language to Employment through to Settlement/Crisis and Community Connections are all meant to lift people up and help them move forward with their new life in Canada.

We are many times blessed to work with such a dedicated group of people. Thank you to all of our clients – it is our privilege to serve you. A special thank you to all of the people who support HMC to do our work: HMC funders who have been so supportive over the pandemic – Immigration, Refugee and Citizenship Canada, Newcomer Settlement Program, Employment and Social Development Canada and the Region of Halton; HMC mentors and volunteers; HMC Board of Directors who set our strategic direction and are responsible for ensuring a high level of integrity, accountability and transparency to ensure we keep the public's trust.

Thank you to our staff for another amazing year in trying circumstances! Wishing you and your families good health and happiness.

Kim Jenkinson, Executive Director



Kim Jenkinson



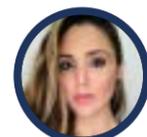
Cindy Sudac



Eleonor Kerr



Elizabeth Molinaro



Hina Sajid

Income Statement	CAD \$ 2020/2021	CAD \$ 2019/2020
Revenue	4,706,858	4,877,524
Expenditures		
Salaries and Benefits	3,390,635	3,382,787
Other Operating Expenses	1,026,225	1,347,844
Amortization	124,602	112,558
Net Operating Surplus (Deficit)	165,396	34,335

Balance Sheet	CAD \$ 2020/2021	CAD \$ 2019/2020
Net Assets		
Current Assets	452,040	368,277
Capital Assets	1,205,257	1,204,898
Total Assets	1,657,297	1,573,175
Liabilities		
Current Liabilities	218,633	236,660
Deferred Grants	493,384	526,529
Long-Term Liabilities	0	30,102
Fund Balances	945,280	779,884
Total Liabilities and Fun Balances	1,657,297	1,573,175

6,935

Unique Clients Assisted



Jeff Sandy



Jeffrey Breau

33,169

Visits



Julie Alleyne



Louis Tsai

17,229

Help Sessions



Mary Rose Van Kesteren



Pankaj Mehra

COMMUNITY SETTLEMENT

The last one and half years have been challenging for everyone, and for our settlement team, it has not been the exception. During 2020-2021, while working mostly from home, our team of HMC settlement specialists has had to deal with almost the same challenges and obstacles most people in Canada have had to face: Lockdowns, family members losing their jobs, children studying from home, unable to visit relatives overseas, stress due to family members sick, etc. However, it has also been a year, that has allowed our team to see the humanity in every one of our clients, who have asked for help, with many of these personal circumstances that arose, in the middle of the pandemic.

Throughout the year, our team has been able to support people reconnect, settle in a new community, update information on their status in Canada, access services in the community. From helping a husband update his immigration papers so he can go back to his stranded pregnant wife in their country of origin, to helping a senior with a deteriorated health condition update all his

documents so he could complete the sponsorship of his wife and visit her in another country. We checked on people who we knew were isolated, we helped individuals who lost their job apply for government COVID 19 benefits; we helped a family whose rental apartment got damage, access proper legal advice to deal with the landlord so they cover accommodation expenses while fixing the issue and we also supported women victims of domestic abuse connect with shelter and support services in the community. We helped a dad renewed his work permit and guided him to connect with different job opportunities in Canada, while got licensed as a truck driver, being able to provide more for his family and we helped a person struggling emotionally to connect with mental health counselling in the community. All of these are just an example of the more than 10,000 individual services we provided to about 2,400 different clients who asked for our help during 2020 – 2021. A year to remember, undoubtedly, and one more year our team worked hard to make sure Halton is "One Community for All".

3,646

Clients Assisted

161

Group Workshops

7

Languages used to assist clients



“ She helped me and my brother to get our citizenship yesterday, she worked so hard not just with us only, she always helps my friends and my family with papers or questions, etc. Thank you (...) you're the best always, and thanks for HMC for your help to make all people being happy ”

M.M.

“ I have gained some Canadian experience in my area and now I am in the process of being registered in a college for advanced studies to upgrade my skills. So, I have asked her about the procedures and steps for this. As a result, she led me to the right path ”

G.K.



Margarita Cardona



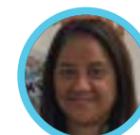
Bushara Faisal



Hala Halim



Indu Verma



Ingy Bebawy



Jaqueline Balea



Jesamine Peralta



Jessie Chen



Neda Basri-Attar



Sultana Chehaib



Suzan Mana



Svetlana Franz



Vanessa Mesones

YOUTH SETTLEMENT

In 2020-2021 fiscal year, the COVID-19 Pandemic presented an unprecedented challenge to the newcomer community. The Youth Settlement Program has continued its partnerships with the HDSB and HCDSB, providing high-standard settlement services to schools by assisting newcomer students and their families going through this difficult time.



On top of our regular settlement services, our team has achieved:

Connection and Flexibility

More technology was used in this year and more information was passed on by YSSs on how to use on-line platforms in a secure way. Many clients benefited from YSS support when dealing with schools and other community agencies.

Newcomer Mental Health Support

Social isolation negatively impacts the health and well-being of newcomer youth. YSSs collaborated with professionals to broaden online accessibility. Educational group sessions were delivered to promote mental health education and resources.

3,090

Clients Assisted

117

Group Workshops

10,357

Services Provided

“ Thank you again Ms. Liu. Your work has fully played the role of a bridge and a link, and has closed the gap and brought us closer to the new city. Although they are all online communication, you have left us a very deep and very good impression. You are beautiful, generous, sunny, enthusiastic, and positive, helped us with a lot of work. We are very grateful. Coming here for the first time is a new beginning. Many things are confusing and I didn't know where to start, and I felt quite anxious. But through your active help, we have learned a lot about education, medical care, everyday life and other knowledge. Things are more clear now and we are finally feeling a bit at ease now. In the future, we may encounter new things that we don't understand. It is inevitable to trouble you again. I hope to continue receiving your support. We are very lucky to meet you. Thank you very much. ”

“ After migrating to Canada with family I was worried how we are going to settle here but in the very first week I got into contact with my settlement councillor Samina Rathore and that was my last day of worries. She guided me and provide me the best tools to settle easily here in Canada. She advice me to get the Canadian education to understand Canadian market so I got my diploma in computer network administration. It was her who advise me to work on my soft skills and improve my productivity to get into Canadian job market. She helped me in every possible way she can. And today because of her encouragement and continues support I am doing job in my desired field. She always keeps in touch with my family If We need any help or advice. Till today if I face any type of issue I always call her and seek her advise as she is always ready to help. For new immigrants I think councillors like Samina are best support government can provide. Because of Samina's continuous support I always advice new immigrants to keep in touch with the settlement councillors. ”



Tatjana Spajic



Arleen Pangan



Baljinder Kaur



Caren Menchavez



Carole Liu



Catherine Lee



Christine Shen



Diana Bello



Mayda Al-Yas



Narmin Endrawes



Niveen Elzahed



Samina Rathore



Shahenda Amer



Simin Shafiefar



Uzma Kazi



Xiaoou Chen

YOUTH COMMUNITY CONNECTIONS

It is said that moving to a new home is one of the most stressful things one can face, never mind moving to a new country when you are a teenager in addition to COVID-19 disrupting all aspects of our life since school year 2020 – 2021, or young people, like newcomer youth, COVID-19 caused considerable risks especially in mental health and education and may shoulder long-term consequences of the crisis.

Our mission in HMC Community Connections Youth team, is to help newcomer youth overcome their stress, become part of the new community they moved to, and become active member of the community; so we transitioned and carefully delivered inclusive online programs that responded to several concerns emerging, especially the well-being of future generations. We successfully delivered 9 youth programs, such as Youth Connect Leadership Program, Youth Community Challenge, English & French Conversation Circles, Youth Art Program, Hangout Space, Movie Night Party, Summer Program and Youth Tutoring.

As the facilitators of the program, we have witnessed youth participants in our program that are grouped by similar ages but all with different personalities that normally resulted to complex communication network. We had youth who are very outspoken and loves to talk while some of them are discreet and not confident to show self through camera. Through interactive and competitive activities that were carefully planned, in the activities, youth were encouraged to speak and to feel safe turning on their camera. As a result, the youth behaviours gradually improved – started interacting and connecting with other youth; turning on camera; speaking through their artwork; showed eagerness in attending session (joining half an hour before the time) and inquiring of other programs offered for youth.

We are always honored and touched, knowing that our hard work truly pays off when hearing from youth and their parents how this program has made them achieve what they were really hoping for when moving to Canada.



Tatjana Spajic



Aatika Sikander



Arleen Pangan



Niveen Elzahed

275

Clients Assisted



My Experience with HMC Connections has been amazing. I've been in the program for quite a while now and It's given me an opportunity to learn new things. Throughout the sessions I've been in, I've met and made great new friends. With friendly and social facilitators as well as fun activities and games to keep the youths engaged, this program has been really enjoyable.

Maryam O. | Grade 11

236

Group Sessions



HMC Youth Programs has been the greatest experience I've had in Canada since I've met so many people and am now officially friends with them. All of the youth programs I've participated in have become the most enjoyable and satisfying experiences for me. During these programs, I was able to learn about a variety of topics, including careers, skills that would benefit me in the future, and controversial issues that are taking place across the world.

Jezery O. | Grade 12

4,094

Participants



I came to Canada from China at the end of January 2020. I heard about the HMC program from my mother. She told me about this amazing volunteer opportunity and I decided to apply for the program. I really had a very good experience during this program. I learned a lot of basic information about climate change, garbage collection, credit/debit cards, etc from different people. Also, we played alot of interesting games and watched several movies, which was a lot of fun. I found new friends and got connected with other youth again during Covid time.

Shawn L. | Grade 9

LANGUAGE PROGRAM

Making a difference in well-being of HMC clients

This year has been an exceptionally challenging one for both language program clients and staff, while we weathered the Covid-19 pandemic. The HMC language program provided invaluable social, emotional and mental health support to our clients during this difficult time. Clients were able to connect regularly, providing a much-needed sense of community for these newcomers during the isolating and stressful pandemic period. Clients were able to share their common experiences and challenges as newcomers, and the bonds built helped to strengthen their resilience and enabled them to move forward positively even during the pandemic. Clients were also able to keep up-to-date with pandemic-related announcements and developments, and continued to learn about various settlement-related topics through classes' lessons and the guest speaker information sessions.

In addition, the HMC Language Program team continued to ease newcomers' social, cultural, and economic integration into Canada by providing essential language and skills development training up to the standards mandated by the Immigration, Refugees and Citizenship Canada (IRCC).

LINC Class attendance

Average class attendance for the reporting period was 100%, which is well above IRCC requirements.

Client CLB skill improvement

Full Portfolio Based Language Assessment (PBLA) implementation in all classrooms has continued. The assessment results were excellent, over 88% of the clients improved at least 1 CLB skill. This is a high number considering the unexpected move to online classes in April 2020, with the requisite learning curve for both instructors and students.

243
Clients Attended

4,381
Instructional Hours

11
Online Classes

100%
Enrollment & Attendance

“ This LINC class is not only an English learning place but also a community to link and support newcomers.” “LINC class is flexible, we can talk about our lives and ask for help for everything, and there are different presenters who provide practical information for newcomers. I am satisfied with the LINC class ”

Student from CLB 5-7 Class

“ I love my English class and classmates. I go nowhere, I wait for my English class every day to see and talk to my classmates. LINC class is help me learn and have fun and good for my head (meant mental health) ”

Student from CLB 2-3 Class

“ I had to spend 2 nights in hospital alone and I was able to communicate with the nurses and doctors by myself thanks to what I have learned in these classes ”

Student from CLB Pre-2 Class



Lydia Law



Amna Ameen



Cheryl Ekodeu



Ju Hwa Jang



Kulwinder Purba



Lavender Gao



Lynn Rodgers



Marcia Maldonado



Micky Gotla



Mirna Samaan



Sara Tariq



Suzanne Jiang

EMPLOYMENT SUPPORT

We are helping newcomer job seekers to help themselves

Every newcomer to Canada has the right to employment. Providing newcomer job seekers the skills and training they need to find and keep good-paying jobs means they're able to provide for themselves and their families. Employment is integral in the settlement journey for newcomers, immigrants and refugees and for other vulnerable people in our community.

We adapt creative ways to offer services virtually. Our staff have been developing new skills and improving approaches to program delivery throughout the pandemic. We want every newcomer job seeker to feel included and hopeful about their future, and to know their unique perspectives, experiences, and contributions are highly valuable and appreciated.

Our main priority is to keep services accessible to newcomers. Our Employment Support Specialists work tirelessly to ensure clients and participants receive the support necessary to navigate virtual learning platforms. Our strategy is to remove

as many barriers to online learning as possible. To accomplish that, we set up training sessions for clients and staff to become familiar with new technologies.

Our Employment team will support you to become independent and effective in your job search. You begin by meeting with an Employment Specialist, who will help you create a special plan of action for your goals, needs, and situation. Your Employment Specialist will provide ongoing employment counselling and coaching, and recommend programs and services which will be most helpful to you. We will support you until you successfully enter the workforce.

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 your interview skills and simply help you in any way we can to make you an even better candidate.

819

Clients Assisted

392

New Assessments

90

988

Job Readiness Workshops Participants



I was desperate until a friend advised me to apply to Halton Multicultural Council (HMC Connections) at Oakville. I learned that there is a program designed for Internationally Trained Professionals helping this qualified group to devise a personalised career plan.

Following my application, I was introduced an employment specialist. She asked my priorities and needs and gave detailed information for how to make a job search. She guided me in designating my resume and referred me to one of her connections for a position that I can use my background experience. After tens of job applications in Canada, I got an invitation for an interview for the first time. Following the interview process, I received my first job offer in Canada yesterday, a full time job, and not an entry level. The main difference of this application than the others was involvement of the Employment Specialist with her network and connections.

This is the perfect timing for me. In the near future my family is coming to Canada and I will have a proper job. I want to thank HMC Connections, and I appreciate the time and effort spent to help me find this job.

Employment Related Services Client



Babur Mubarak



Maggie Omamoni



Paula Castano



Samantha Wijetillake



Sophy Rizkalla



Treena Carson



COMMUNITY CONNECTIONS

226

Clients Assisted

10

Cultural Presentations

218

Group Sessions

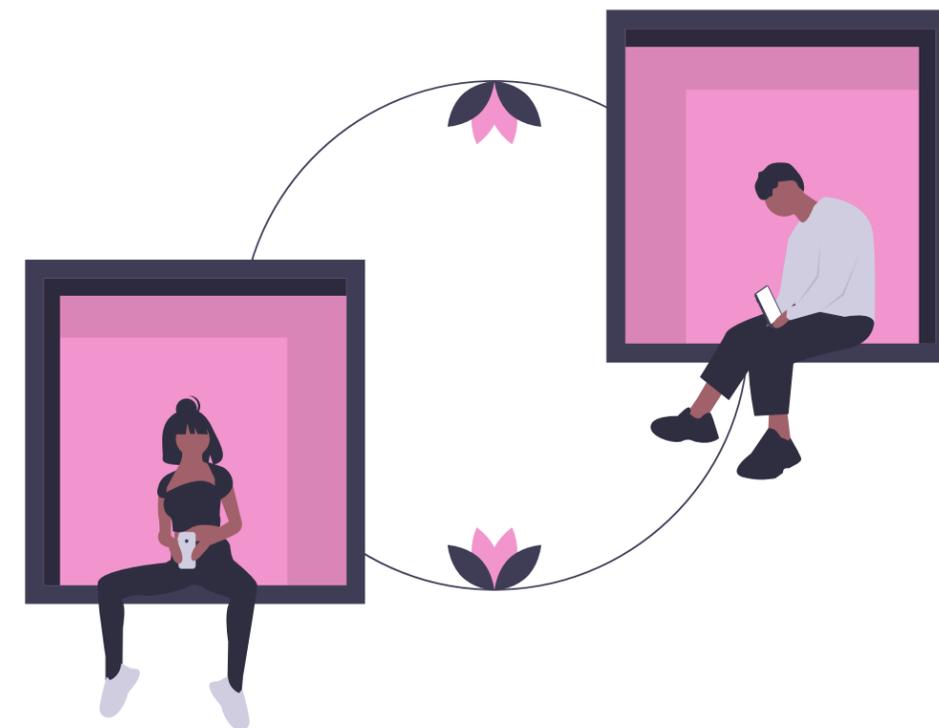
In Community Connections, newcomers are linked to each other and to the community volunteers who gives them a sense of belongingness. The programs are designed to provide self-confidence in improving their communication skills, employable skills and support to adjust in their new life in Canada. All of these activities are run and facilitated by dedicated and passionate volunteers.

All programs this year were virtual. The English Conversation circles have grown from two to four groups with adding another intermediate level and a new Older Adults/Senior Conversation group. We continue to provide our popular Canadian Citizenship Conversation groups. Aside from Basic French Conversation group, we have to offer an Intermediate French Conversation group to answer request from newcomers who are bilingual with their native language and French so they can connect with people who speak the French language. Another in-demand program is the Computer Training for beginner and intermediate level. In response to the mental health support a new Wellness Conversation group was started and is very popular. Our individual mentoring for career, language and settlement increase steadily.

To support specific profession and industry sector, a monthly Career Conversation with Mentors was created.

As the program name itself, Community Connections, we develop community partnership with Halton Hills public library, re-engaging with other local municipal libraries, cultural organizations, community churches, and other non-profit organizations. We make HMC Connections services visible in getting involve as committee member in Halton Hate Crime Steering Committee and Older Adult Isolation Action Table of Community Development Halton. We have sent volunteers to support another organization in receiving recent Afghan Refugees. Our annual HMC Multiculturalism event, Income Tax clinic, United Way fundraising and Volunteer Appreciation are organized by Community Connections virtually.

“A very thoughtful teacher who puts a lot of thought into how he presents the material. His lessons were engaging, useful, and he was very patient with everyone in class. I have learned a lot of things specially for this country of canada and now I am so proud to say that I am almost canadian, just waiting for my oath. The canandian citizenship conversation is a big help.”



“Facilitating groups and creating programs is a pleasure more than a work. I really enjoy doing it. I can spend hours working on it. So having the opportunity to do it as volunteer is a blessing.”



Regina Goze



Norma Prado



Sophie Ying



Treena Carson

TRANSITIONAL HOUSING SERVICES

Transitional Housing Program for Newcomers

The Transitional Housing Program for Newcomers to Halton has become the only hope for some of the homeless newcomer families affected by the pandemic, job losses, evictions and the sky rocket housing prices.

Homelessness in Halton, like many other places in Canada is a non-stop issue with no immediate or short term solution. That's why at HMC we take pride for being a light in the middle of the darkness for some of the families who go through the painful journey of eviction and the traumatizing experience of the shelter.

During 2020 and 2021, we hosted 22 newcomer families who received direct intensive case management and services and provided close follow up to 3 families who successfully terminated the program and moved to market rent but were still in need of additional supports.

We have seen how our funders trust and appreciate our job and with the limited resources and the huge need, we truly take pride in the job we do and the lives we are changing.

Crisis Case Management

Crisis only exacerbated during last year creating a lot of issues, being homelessness and domestic violence the more predominant.

Our crisis worker was in full force working literally day and night trying to assist people as best as she could, taking into consideration the delays in accessing services and the limited resources of the Region. Nonetheless her job is highly recognized by clients, staff and funders and her resourcefulness, community connections and resiliency have been integral for her successful outcomes.

During this fiscal year, our crisis worker assisted over 161 individuals with complex issues and helped them to stabilize the crisis before clients are referred to other programs or continue being served by the regular settlement stream.

The crisis worker position continues being an important component of our services and the community supports. This program has become a helpful step in assisting those who fall into the cracks or face the hardship of navigating the system.

“ We came to Canada as refugee claimants due to the political turmoil in our country. We started our life in another city, then we came to Burlington with the hope of providing a beautiful life to our kids. Unfortunately, we are caught in immigration delays and because of this, our lives have been badly impacted and our dream was quickly going downhill to the point of being incapable to pay rent and being under risk of eviction. The eviction experience made us feel that everything was over for us. We didn't have a house, no money, no job, no work permit, and we didn't even have the slightest hope. HMC's magic hand quickly and miraculously saved us from the pit we fell and right now we feel enthusiastic with our plans and we feel we have a future. ”

20

Families Served

24

Clients in Crisis Assisted

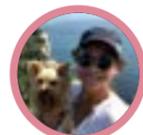
67

Clients Served

“ While being in Oakville hospital, the social worker referred me to HMC crisis case manager due to unforeseen circumstances and lack of any other support channel availability at the time.



HMC connection assigned my case to Suzan, who rose above and beyond all expectations in delivering solutions for all of the problems I was going through. She has been like a God sent angel helping with every issue in an incredible manner offering timely and effective solutions. She has my utmost praise and also has my prayers for Good reward in this life and hereafter. ”



Angela Chaves



Behije Noka



Shahenda Amer



Sophy Rizkalla



Suzan Mana

JOB COACHING AND ACTIVE LANGUAGE ACQUISITION

Job Coaching and Active Language Acquisition

Despite the pandemic and the impact this caused in the labour market and closure of businesses, this program continued providing successful support to our low language clients and business community in Halton and despite the struggles, we doubled the targets from funders.

This fiscal year we helped 91 clients with the full scope of our services such as initial assessment, job coaching, English support, resume preparation and job placements and we connected with over 40 new employers who trusted our referrals and gave an opportunity to our newcomer clients.

We really focus on validating and appreciating our clients' experience and background, therefore we do our very best in coaching them and work collaboratively with them to find meaningful opportunities where they feel valued and could find a potential long-life career of professional development.

Our main goal is to provide our clients a stress free and pleasant first working experience in Canada, understanding that a positive attitude towards employment is a milestone for a successful integration and yes: A happy life!!

The language component of our program remained very popular. Students found in the interactive online sessions the opportunity to continue learning in a proactive way while they were able to feel safe, save money and time avoiding transit and keep taking care of kids and house chores while improving language skills. Through the online sessions our groups grew in numbers, many of the students felt accomplished by learning how to use new technology and felt empowered and very motivated.

We take pride in mentioning that despite the strict regulations of the SDI (Special Delivery Programs), our funders noticed and recognized the impact our program is doing in the community and granted an extension of additional six months until end of September 2021.

64

Clients Employed

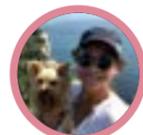
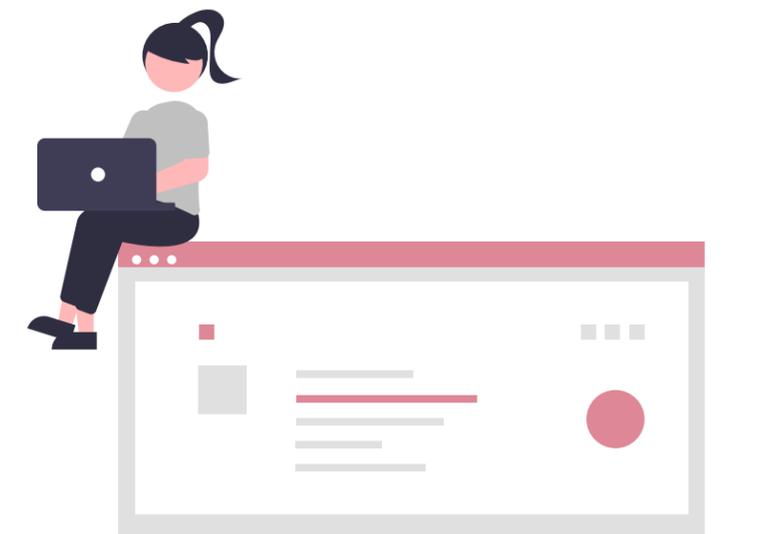
3

Clients Opened
Their Own Business

91

Clients Served

“When client HK first approached us, he was very passionate to work in his career here in Canada but was lost and not sure where to start from. Prior to arriving to Canada, he worked for years as a French tutor and was passionate to pursue his career here in Canada. Following our first coaching session, we were able to help HK set a career plan including short term and long term goals and this in turn helped him organize his thoughts and know how to proceed towards success one step at a time. It took some time, a number of failed trials but he was finally able to land a job as an online French tutor. Today HK is completing a Diploma in Education. He was so proud and thrilled to inform us that he started his degree online with the University of Ottawa. We were once again amazed with the achievements of our clients with just some motivation, support and guidance from our side.”



Angela
Chaves



Behije
Noka



Shahenda
Amer



Sophy
Rizkalla



Suzan
Mana

INTERPRETATION AND TRANSLATION

Interpretation and Translation Service at HMC Connections had been serving many regions and communities for the last 45 years to eliminate the language barriers and provide equitable accessible and inclusive services to many non-English speakers in Ontario. Furthermore communications in different language enhance the ability for business to promote their products and services globally.

Our language Interpreters and Translators are working 24/7 to deliver accurate interpretation between community agencies and their client who don't speak English.

HMC's Interpretation and Translation service also provides a unique service – the Cultural Broker. The Cultural Broker provides language interpretation along with the cultural context while advocating for their community in dealings with various institutions. Cultural brokers can provide the cultural context along with their interpretation and can be a helpful advocate for the family who may struggle with the Canadian

system. Cultural brokers aim to build an awareness and understanding of the cultural factors of the diverse communities especially when they conflict with customs or norms from the institution trying to serve the client.

HMC also provides opportunity to many Newcomers to utilize their home language and train them to be accredited interpreters, giving them the right tools and improving their skills to reach their potential in a new career. We also motivate them to better serve the public and build stronger relationships within their communities. The experience of interpreting has them meeting people from different business, countries and backgrounds and motivates them to grow as individuals. Working as an interpreter is very rewarding as it gives them the opportunity to really make a difference in a person's life, they become their voice. Helping patients accurately at a medical appointment, or helping a new student integrate to a new classroom and succeed are few samples of the rewards the interpreters will have.

“ I would like to express my appreciation and gratitude to HMC Connections for its support since I came to Canada in 2017. Since joining HMCC as a freelance interpreter in 2017, I was offered support by the staff and training that has helped me do my job. Working with different organizations through my job with HMCC has introduced me to the Canadian culture and system, which in turn assisted in me settling faster into the community.

HMC is truly an exceptional council that helps bridge the gap for newcomers; not only by providing interpreters but also through its settlement workers. I am truly grateful for being part of such a community organization of dedicated people. ”

Hala Lamloom – Certified Interpreter in Ontario

714

**Translated
Projects**

120+

**Languages
& Dialects**

1,789

**Hours of
Interpretation**



**Hanadi
Al-Masri**



**Cristina
Matei**



**Hala
Lamloom**



**Sonia
Figueroa**



SOCIAL INNOVATION

HMC always strives to work close with the community and the stakeholder and partners. During the pandemic we transformed our efforts to deliver services virtually. HMC adjusted all the communication, outreach and training component to online access for our clients and partners to work effectively.

The pandemic and unemployment have negatively affected many people's lives including their mental health. The need to work closely with the community tripled in this uncertain period. HMC found there was an increasing need to address antiracism, cultural diversity and inclusion and to drive the positive attitudes and behaviours towards Newcomers and racialized communities.

HMC delivered training to service providers on Cultural Diversity 6 Modules: Knowing Your Community, Intercultural Communications, Dealing with Bias, Cultural Awareness, Moving from Racism to Anti-Racism and Tool and Strategies to Embrace DEI Framework. HMC delivered 15 training sessions to the Healthcare, Fire Fighters, Halton Region Employees from Housing to Social Services and long term care and also developed a full online training for the City of Burlington. The number of participants of 190.

HMC is part of many different committees HEDR, HRPS Engagement Table, PFAC Patient Family Advisory Council JB Hospital, One Burlington, Ministry of Transportation Road Safety and more working on building

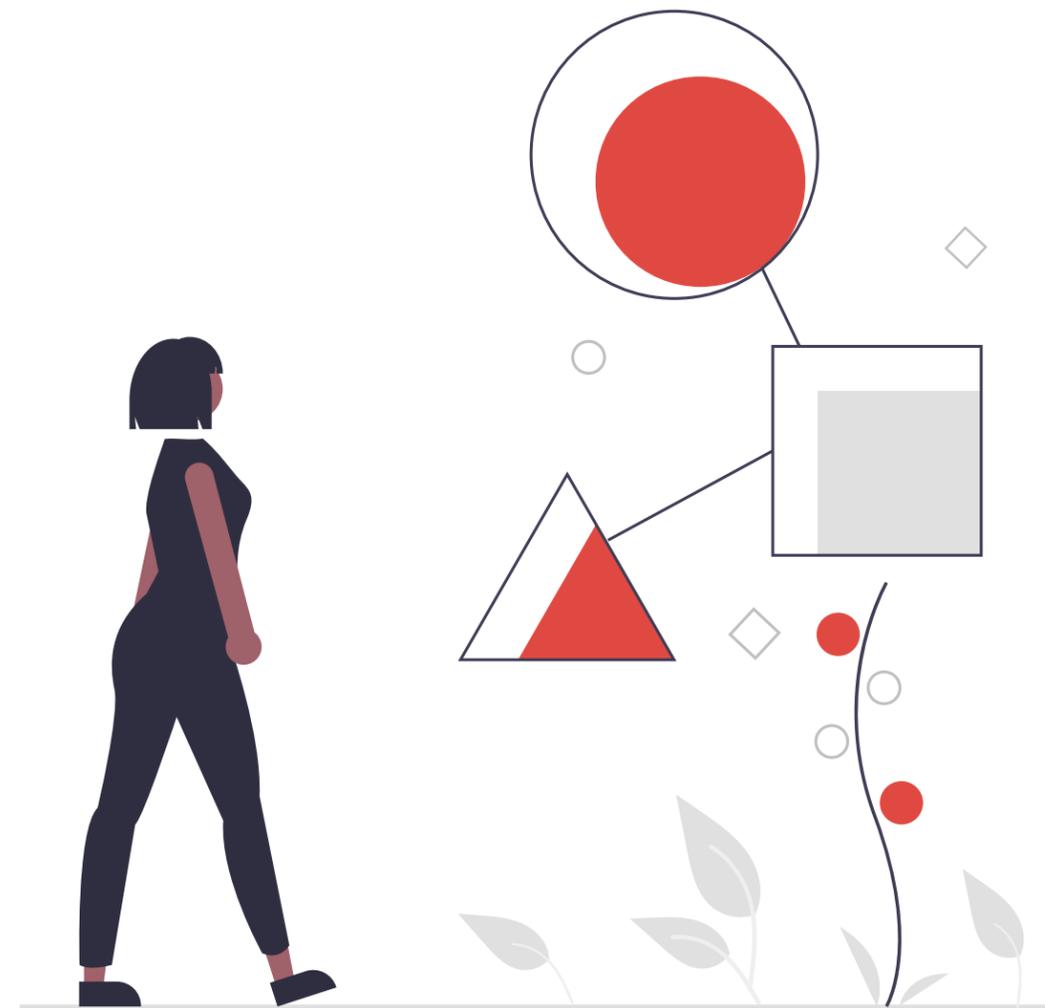
capacity focusing on diversity, equity and inclusion in building welcoming communities. Community connection attended 55 virtual meeting during the year and impacted many effective changes that impact the settlement of Newcomers with the goal of establishing a welcoming communities that Newcomers feel their sense of belonging in. In those meeting we met the following outcomes. Increased level of cultural awareness. Helped organizations to become culturally competent and make the change. Increased accessibility of client's organizations.

We also recruited several new interpreters. Interpretation is often a first job for many highly educated newcomers as they start to develop their employment networks in Canada.

46
Orientation to Ontario Sessions

15
Diversity & Cultural Competence Training

1,164
Combined Participants



Hanadi Al-Masri



Seun Adetunji

ADMINISTRATIVE SERVICES

How can we help you?

HMC Connections Admin Assistant staff worked together with other staff and volunteers to serve our community during one of the most challenging times in our history. 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.

It is important for our Admin staff to be able to provide clients with accurate information and straight forward 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.

From calendar management, to emails, to answering phones, our Administrative Assistants scope of work can vary according to the needs of the organization. Addressing the needs of clients is a constant activity for our Admin team, they can respond to inquiries and questions, create email responses, provide follow-up, and handle and respond to complaints or requests.

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.



Regina
Goze



Aatika
Sikander



Dayna
Nayyal



Lavender
Gao



Loretta
Wang



Norma
Prado



Rima
De Luliis



Samantha
Wijetillake



Sophie
Ying



Funded by:
Immigration, Refugees
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Financé par:
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et Citoyenneté Canada

Ontario



United Way
Halton & Hamilton



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