



**WELLAND HERITAGE COUNCIL & MULTICULTURAL CENTRE
AND
MULTICULTURAL NETWORK OF NIAGARA FALLS PRESENTS**

BEYOND ALL LIMITS

2018-2019 ANNUAL GENERAL REPORT

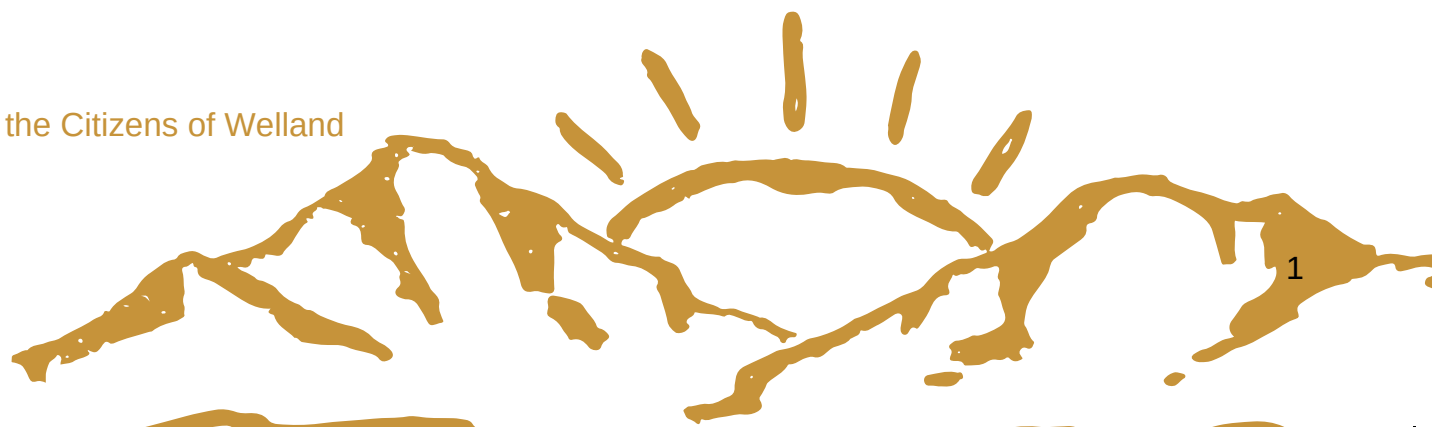


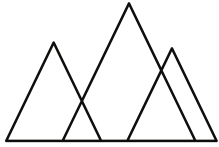
The Welland Heritage Council and Multicultural Centre (WHCMC) provides newcomers and Canadian Citizens (community members) with services and programs that strengthen individuals, families, and the community, while creating a cultural awareness and understanding amongst all citizens. We assist all individuals to function with independence and dignity in society.



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PRESIDENT'S MESSAGE



"Staff are prepared to go BEYOND ALL LIMITS to ensure we are prepared and able to assist our clients."

Paul Pudge

As President of the Board of Directors of the Welland Heritage Council and Multicultural Centre, it gives me great pleasure to present to you our Annual Report for 2018-2019.

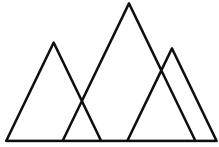
Thank you to all our dedicated staff who believe that no challenge is too big or no problem that cannot be solved, and who are prepared to go BEYOND ALL LIMITS in service delivery.

Just as the workplace continues to evolve, our role and the programs that we offer have changed to keep pace with the times and the needs of our clients. Staff at our two Employment Solutions locations are constantly interacting with clients to determine their needs in the workforce and how we may better offer the programs necessary to meet their requirements. Whether it be a client looking for a job, or an employer looking to fill a position, these programs are open to anyone not just newcomers. Staff are prepared to go BEYOND ALL LIMITS to ensure we are prepared and able to assist our clients.

At the Welland Heritage Council and Multicultural Centre we provide immigration counselling along with the necessary programs for newcomers to Canada wishing to obtain their Canadian Citizenship. Most services can be provided in their native language. Whether it be ESL courses, how to use our transportation system or to open a bank account, staff are prepared to go BEYOND ALL LIMITS to assist newcomers to get integrated in their new country.

To the many volunteers who assist in our program delivery we thank you. We could not offer the programs we do without your continued support. To the representatives and members of the different cultural groups we say thank you for working with the Board. Events such as the World Ball provide an opportunity for the various cultural groups to come together, to celebrate their heritage, and to share it with the rest of the community.

In our 43rd year and going forward, we will continue to provide quality service and program delivery BEYOND ALL LIMITS.



FROM THE EXECUTIVE DIRECTOR'S DESK



"All things are possible when we put our minds to it!"

Janet Madume

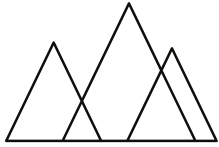
When pushed past what we think we are capable of achieving, how many of us can go "Beyond All Limits"? Now, imagine leaving your home country and going into a foreign land. We all have those times in our lives, when we think that we can't accomplish anything. We make ourselves think it is impossible to dream; to push ourselves. When I think about the many challenges that our clients face; getting through the immigration process, integrating into a new country with no family or friends, finding a job; facing obstacles and barriers, the list goes on. "Beyond All Limits" demonstrates despite challenges we face to achieve our end goals, with perseverance and persistence these goals can become a reality.

As we reflect on the past year, I am delighted to report that Welland Heritage Council and Multicultural Centre has had an unprecedented amount of activities and achievements. We continued to focus on community impact and responding to emerging needs for both our Canadian and newcomer clients. We offered new programs, found new ways of interacting with people, and continued to deliver the core services we have provided to the community for 43 years. We are particularly proud of our partnerships and collaborations with many community organizations.

Welland Heritage Council and Multicultural Centre had a "breakout" year; the launch of the Foreign Credential Recognition Program, reaching out to new clients via our itinerant services in Thorold, and our first WHC Summer Camp for Youth.

Fundraising continued to be a priority; a successful Ladies Night and the Welland Dragon Boat Festival were amazingly supported by our community this year. Tremendous energy went toward raising awareness of the services Welland Heritage Council and Multicultural Centre and Employment Solutions have to offer; a lot of effort was put into our social media platforms; the launch of the improved website proved very successful with the continued support from staff to ensure it is continuously updated with current information.

We of course could not succeed without the engagement and support of our funders, who inspire us to carry on the work this organization has undertaken to continue to improve the livelihood of our clients. My sincere thank you to the Board of Directors, Cultural Membership, volunteers, community partners, and staff who continue to work diligently to make those dreams for both our newcomers and Canadian Citizens come to life.



HISTORY AND CONTINUED PARTNERSHIPS

Over the past **43 years**, the **Welland Heritage Council and Multicultural Centre** has helped thousands of immigrants overcome barriers to integration and has watched with pride as they build new lives for themselves here in Canada. Our greatest contribution to our community is to help immigrants gain the necessary skills to live and work in Canada, so that they can become successful participating members of our society. Many former clients are our valued volunteers helping to build a stronger, more culturally aware community. Our organization is a vital link to the economic growth of Niagara through assisting immigrants to settle in our communities and offering continuing support in their new endeavours in Canada. In recent years our services have expanded to include employment and entrepreneur supports for Canadians as well as newcomers.

The **Multicultural Network Services of Niagara Falls** started in 1995 as a satellite office and provides settlement services in Niagara Falls.

We have continued our fundraising activities to support needed programs and develop stronger partnerships within the business communities. Developing a stronger network with other organizations in the Niagara Region has proved to be our best strategy to continue to provide quality services to members of this community.

In keeping with our philosophy of diversity and inclusion, our network of community partners encompasses the public, private, and non-profit sectors. All of the community's ethnic halls and cultural associations are partners of the Welland Heritage Council. We attend meetings within the Niagara Region inter-agency groups to share information and resources and discover ways to work more closely together.

Communication with our organizational members occurs both formally, through regular meetings, joint ventures, and partnerships, and informally, through the many working relationships we have developed over time.





PROGRAMS



SETTLEMENT COUNSELLING AND IMMIGRATION SERVICES

We offer settlement services to ensure seamless and successful newcomer settlement and integration. Funded by the Ministry of Children, Community and Social Services (Citizenship and Immigration Division), the Newcomer Settlement Program (NSP) provides information and referral, advocacy, needs based workshops and group sessions, one-on-one counseling, and other support to assist clients to pursue pathways of citizenship, increase their ability to enter and thrive in the Niagara Region, and to establish healthy connections in the community. During the 2018/2019 reporting period, itinerant settlement services were made available to the residents of Thorold through our partnership with Thorold Public Library, who provide a safe space within which clients accessing services can be assured of safety



2018/2019 SNAPSHOT

Unique clients served under NSP: **509**

Client visits in-person: **2066**

Telephone and media-based services: **1243**

Workshops and info sessions: **28**

Workshop attendance: **683**



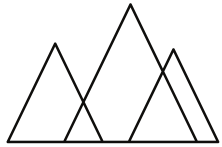
SOCIAL INTEGRATION SUPPORT SERVICES

The Social Integration Support Services Program offered needs assessment and service planning, supportive counselling, referrals to community resources, group information sessions and training workshops, and settlement supports and referrals within our agency. These program services resulted in the maintaining and building of community partnerships through the referrals, presentations, and workshops/trainings focusing on women-centred services and supports.

After the initial integration process was completed, youth focused programs were offered to clients that met the criteria for youth services. These services included youth information sessions, training workshops in suicide prevention and mental health supports, homework clubs, youth mentoring, and referrals to recreational and support services as needed. Youth were also provided with volunteer opportunities through our youth focused programs. These programs included day camps, after school recreational and leisure programs, one-on-one youth guidance, and tutoring/mentoring services which focused on homework support and employment and education goals. Interpretation and transportation services were provided to accommodate their needs.

96 unique clients were assisted through our program.





EMPLOYMENT SOLUTIONS



Here are some stats of how Employment Solutions goes “Beyond All Limits” for people looking to work and businesses ready to hire:

4673 people accessed our two locations to use our services, gain resources or use our computers for their job search

485 jobs posted to our website

528 clients found employment connected to their employment goals

1587 people attended our workshops from employers to students and job seekers

52 people received funding for training or additional schooling



Employment Solutions is funded by Employment Ontario through the Welland Heritage Council and Multicultural Centre. We operate two locations in Welland at the Seaway Mall and the Rose City Plaza. Employment Solutions offers free assistance with client's job search, resume development, skill building and service referral to other community agencies.

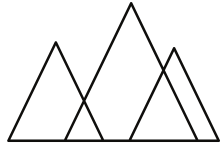
Every day we serve our clients beyond their expectations at our offices and in the community. We want to thank the community business partners in Welland and Niagara who continue to support our great initiatives. Employment Solutions worked with over 312 businesses in helping with their job postings, applicant screening, setting up interviews and job fairs, hiring and training of their new and current staff. We helped 180 local employers access over \$300,000 dollars in Hiring Incentives and Training Grants. These funds help our clients find employment and give employers a chance to upgrade their staff's skills to grow as a business. Employment Solutions, equipped with the funding from Employment Ontario, is a strong stimulator to the Welland and Niagara economy.

Employment Solutions is always looking at better ways to serve the people who need our services the most; hence we moved our downtown location to the Rose City Plaza that is located in an area of Welland that faces social and economic issues.

The response by the new community has been robust and gives the City of Welland a more balanced coverage of Employment Ontario services across the entire city.

Employment Solutions is where Great People Connect with Great Employers. Be on the lookout for our new website, new training opportunities and new connections in the Welland area to help our clients achieve their goals. We can help you reach your goals beyond limits.





NIAGARA FOREIGN CREDENTIAL RECOGNITION PROGRAM

We were thrilled to receive a new program in 2018 to assist internationally trained individuals to re-enter their professions in Canada or a close alternative.

The program consists of 3 main parts: assistance with the foreign credential recognition process, career information, and the opportunity to apply for a loan for eligible expenses such as required courses and licensing exams. We have a partnership with Meridian Credit Union to make this possible for newcomers who may not have an established credit rating in Canada. The loan helps newcomers to be able to re-enter their professions sooner, rather than having to work in survival jobs for years trying to save money to be able to complete their profession requirements.

In addition, we are working to develop a Bridging Program with Brock University to create another support for newcomers to be able to overcome barriers that could keep them from finding work that is commensurate with their education and work experience.

Since officially launching the program last fall we have been assisting over 100 internationally trained individuals in professions such as lawyers, accountants, pharmacists, dentists, physicians, teachers, engineers, nurses, dieticians, architects, physiotherapists, and financial services.

We are grateful to all our community partners who have shared our excitement about this program and helped provide referrals and their wrap-around services to support our common goal of seeing newcomers to Canada using their valuable skills in the professions they trained for.

**NIAGARA
FOREIGN CREDENTIAL
RECOGNITION PROGRAM**

**Are you an internationally trained
professional seeking to re-enter your
profession in Canada?**



WE CAN HELP!

- ✓ Assistance with foreign credential assessment for internationally trained professionals
- ✓ Learn the necessary steps to be able to re-enter your career or a close alternative in Canada
- ✓ Financial planning for taking the necessary steps
- ✓ You could qualify for a loan!

Open to all Niagara residents who are Canadian Citizens, Permanent Residents, or Persons granted Refugee Status and legally permitted to work in Canada.







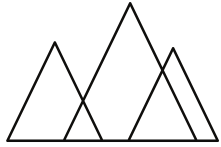
Welland Heritage Council
and Multicultural Centre

Contact Lori for more information
905-732-5337 x128
lwebster@wellandheritagecouncil.com

In partnership with: **Meridian**

Funded in part by the Government of Canada's
Foreign Credential Recognition Program





MULTICULTURAL NETWORK OF NIAGARA FALLS

Settlement Services

We offer itinerant settlement services in Niagara Falls to meet the needs of newcomers in Niagara Falls. This is possible through our partnership with the Niagara Falls Public Library, who provide a safe space within which clients accessing services can be assured of safety and privacy. We also bring services to Niagara Falls newcomers by regularly visiting and presenting at our ESL location in Westlane Secondary School.

Funded by the Ministry of Children, Community and Social Services (Citizenship and Immigration Division), the Newcomer Settlement Program (NSP) provides information and referral, advocacy, needs based workshops and group sessions, one-on-one counselling, and other support to assist clients to pursue pathways of citizenship, increase their ability to enter and thrive in the Niagara Region, and to establish healthy connections in the community.





ENGLISH AS A SECOND LANGUAGE (ESL)

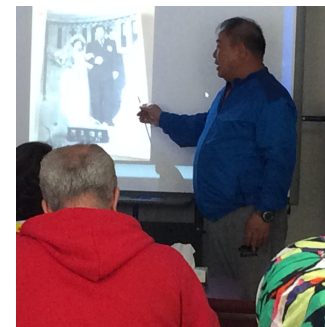
English as a Second Language (ESL) classes are offered to adults 18 years of age and older who are Refugee Claimants, Convention Refugees, Government Sponsored Refugees, Landed Immigrants, Permanent Residents, or Canadian Citizens. The classes are funded by the Ministry of Citizenship and Immigration through the District School Board of Niagara and in 2018-2019 were offered in Welland, Niagara Falls and Grimsby.

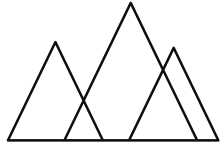
Classes run Monday to Friday, 9:00 to 2:00. We have levels ranging from pre-Canadian Language Benchmarks (CLB) to level eight CLB. We have two terms per year, from September to December, and January to June. At the end of each term, students receive a report card to show their performance in class gathered from the Portfolio Based Language Assessments (PBLA) administered regularly throughout the year. We administer summer school for students who wish to study in July. Summer classes run Monday to Friday, 9:00 to 12:00.

The lesson plans are prepared to cover the four language skills: speaking, listening, reading, and writing. We also focus on conversation and integrate what students learn in class to the real world by covering different themes during the year like health and safety, employment, adapting to Canadian culture, housing, and recreation including Canadian holidays. We teach students about the Canadian workplace culture and the language skills for success in the workplace.

We integrate technology into teaching ESL by using our computer lab and Smart Board. Using the computer lab we provide exercises for all levels to practice listening, reading, and writing skills.

We are so fortunate to have the generosity of volunteers who come to the centre to assist the students who need extra help by providing one-on-one attention so they can reach their goals faster.





CANADA SUMMER JOBS

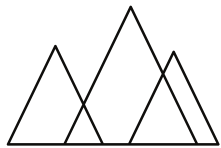
The Canada Summer Jobs program is sponsored through Service Canada and enabled us to hire two students in the summer of 2018 to assist at the Welland Heritage Council and Multicultural Centre.

The Multicultural Intake Worker assisted our Youth Coordinator with a Multicultural Summer Camp for the month of July for the elementary school age children of parents studying in our English Class and other families who signed up to attend. Once again the youth attended a day at The Shaw Festival thanks to a program they have which included a workshop, backstage tour, trying on costumes, and viewing a play.

The Events Coordinator position provided the student with the opportunity to assist in administering our annual fundraisers such as the Welland Dragon Boat Festival and World Ball. This student also assisted with the Summer Camp.

Both students worked at our Reception Desk, being the first friendly face and voice for our clients coming in the door or calling for assistance.





EMERGENCY SHELTER

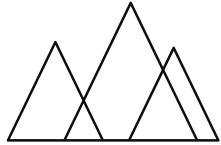
In 2018-19, 62 newcomers to Canada were welcomed to our emergency shelter. The shelter offers a safe place for refugees new to Canada to live temporarily. The emergency shelter is often times the refugees' first home in Niagara, because many don't have anywhere to live when they arrive.

Our clients stay there until they are settled in more permanent housing. We currently have 9 apartments in use. Throughout their stay and after families move out of the shelter, our staff perform general maintenance and ensure that everything in the apartments is functioning properly, and that there are appliances and furniture for new families when they arrive.

It takes many hands to keep the shelter running. We welcome donations of new or gently used microwaves, coffee makers, tea kettles, silverware, blenders, cutting boards, tea towels, brooms, dust pans, buckets, and mops.



EVENTS



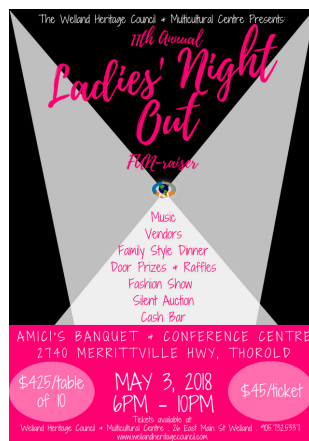
EVENTS AND FUNDRAISERS

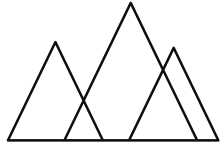
The Welland Heritage Council holds a series of events each year to raise funds to support our agency and the needs of the Emergency Shelter and its occupants.

Ladies Night Out FUNraiser: – May 3rd, 2018: Our 11th Annual Ladies Night Out event featured a fashion show, vendors, dinner, silent auction, raffles, door prizes, and a DJ. The Croatian National Home was filled as ladies gathered for an elegant and fun night out with family and friends for a great cause!

16th Annual Dragon Boat Festival – June 9, 2018: The Welland Dragon Boat Festival was held at the world class Welland International Flatwater Centre. 26 teams signed up to participate in a day of races culminating in the awards ceremony. There were food vendors as well as other vendors selling products and services. The day would not have been a success without the hard work of our dedicated volunteers. The festival is an excellent way for us to reach out to the community, with free admission and no experience required to enter a team!

42nd Annual World Ball - June 15, 2018: The World Ball was held at the Hungarian Self Culture Society and featured a parade of flags carried by representatives of each cultural group and a full-course meal, featuring Hungarian music and followed by a DJ and dancing.





INTERNATIONAL WOMEN'S DAY

We celebrated our 15th Annual International Women's Day event on March 8 at Welland Civic Square. We honour the achievements of a woman who came to Canada whose story then inspires the other newcomers in attendance that they can succeed as well. Through our event's newspaper publicity, the community learns about these successful newcomer stories.

Our time together began with an explanation of the origin of International Women's Day and the flag's colours. Our inspirational speaker, Bobbi-Lee Piedrahita, Life Coach and owner of Ladies & Life, spoke on the ability of all women to triumph over the obstacles we face.

Our International Woman of the Year for 2019 was Delhys Diz Gonzalez, who came to Canada from Cuba. Delhys speaks 3 languages and has used her teaching skills to assist other newcomers to Canada in our community, having served as a Settlement Counsellor for 7 years at our organization, and going on to serve the francophone community at Centre de santé communautaire, in addition to her volunteer work in our community. There are many people in our community who can say her help made it easier for them to start over their lives here in Canada, and we enjoyed honouring her. The trophy Delhys was presented with remains on display at our centre throughout the year.





HIGHLIGHTS



2018 - 2019 REFLECTIONS

- Employment Solutions downtown office relocated to an area of Welland facing social and economic issues, improving coverage of Welland with Employment Ontario services

2019 - 2020 LOOKING FORWARD

- Shelter apartments are being fitted with showers and new bathroom fixtures to better assist clients of all abilities through Ontario Trillium Foundation funding
- Youth Program to better serve our newcomer youth through Canada Heritage funding



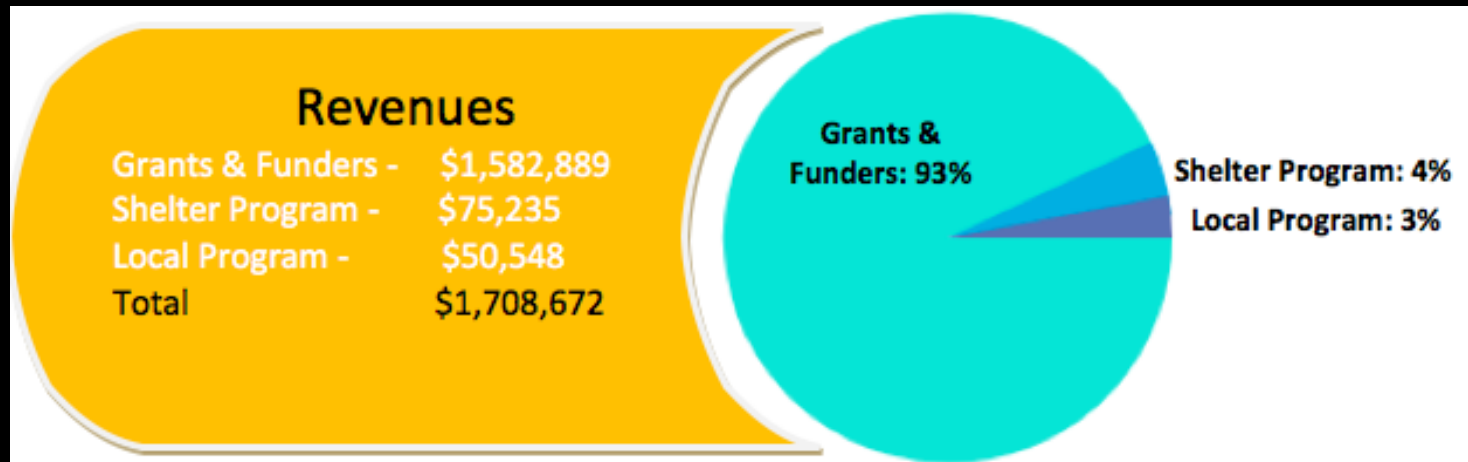


FINANCIALS



THE WHCMC SUMMARY OF FINANCIAL POSITION AT THE END OF FISCAL YEAR 2018-19 IS
AS FOLLOWS

TOTAL ASSETS: \$396,414

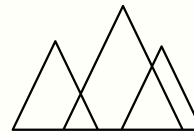




THANK YOU



TO OUR FUNDING PARTNERS



Ministry of Children, Community and Social Services (Citizenship and Immigration
Division)

Government of Canada

District School Board of Niagara

Ministry of Training, Colleges and Universities

Service Canada



Canada 



Ontario

Service
Canada 



BOARD OF DIRECTORS



Thank you to our Board of Directors who volunteered extensive hours to govern this organization and make decisions to assist with all our extensive programs in Welland and Niagara Falls.

Executive

President: Paul Pudge

1st Vice President: Allison Kares

2nd Vice President: Ann Simunic

Treasurer: Margita Galat

Secretary: Caroline Pudge

Directors

Debi Anderson

Graziano Ramundo

Klara Szabo

Michael Charles

April Jeffs

Paula Esposito



Thank you to our staff for going above and beyond the call of duty for your dedication and loyalty to the organization, its programs and the clients who gain knowledge through sharing your expertise.

Executive Director: Janet Madume

Financial Coordinator/Bookkeeper: Jana Kotrecova, Brenda Fowler

ESL Teachers: Elham Meleka, Sherry Main, Alysia Felker-Penner, Kate Agar

ESL Coordinator: George Mora

Settlement Counsellors: Kenneth Gwena, George Mora

Outreach Coordinator: Mariann Zorgel

Youth Coordinator: Gus Cruz

Niagara Foreign Credential Recognition: Lori Webster

Social Media Strategist: Kelsie Chasse

Maintenance: John Holoday

Canada Summer Jobs Students 2018: Gugu Ndiweni & Jade Bergeron-Latham

Employment Solutions Program Manager: Kelly Jones

Employment Advisors: Ina Dziarkach, Lindsay Burns, Angie Tomaino, Gus Cruz

Employment Advisor/Job Developer: Lindsay O'Neil, Andrea Wick

Employment Coordinator: Candy Ashbee

Job Developers: Daultan Leveille, Maja Dobric, Fiona Hodgetts

Employment Initiatives Coordinator: Patricia Stirling

Administrative Coordinator: Pratusha Caleb, Fiona Hodgetts, Licia Sabatini-Burrows

TO OUR MEMBERSHIP COUNCIL

Canadian Slovak League • Casa Dante Lodge 19 • Club Rheingold • Francophone Group • Croatian National Home • Hungarian Self Culture Society of Welland • Romanian Group

TO OUR VOLUNTEERS

Volunteers are an integral part of all services and volunteers have been generous with their time. They have been very committed to all of our programs and events. In 2017-2018, volunteers donated 1376 hours!

TO OUR SUPPORTERS & PARTNERS

Bowes IT Solutions • Brock University • Canada Revenue Agency • Canadian Mental Health Association • Canadian Tire Store • Centre de Santé Communautaire • CERF Niagara • CEVAW Member Agencies • City of Welland • Community Living • District School Board of Niagara • École Secondaire Confédération • Employment Help Centre Beamsville, Grimsby, Smithville • Fort Erie Chamber of Commerce • Fort Erie Multicultural Centre • Fort Erie Native Friendship Centre • Good Shepherd • Greater Niagara Chamber of Commerce • Habitat for Humanity • Job Gym • John Howard Society • Literacy Link • Meridian Credit Union • Metis Nation of Ontario • Niagara Catholic District School Board • Niagara Chapter-Native Women • Niagara College • Niagara Community Legal Clinic • Niagara Falls Chamber of Commerce • Niagara Falls Public Library • Niagara Folk Arts Multicultural Centre • Niagara Peninsula Homes • Niagara Region • Niagara Women's Enterprise Centre • Niagara Workforce Planning Board • OnDemand Staffing • Ontario Council of Agencies Serving Immigrants • Open Arms Mission • ProKids Program • Port Colborne/Wainfleet Chamber of Commerce • Red Cross • Rose City Kids • Salvation Army • Scotiabank • Seaway Mall • Sofifran • St. Vincent de Paul • The Hope Centre • The Residence and Conference Centre • Thorold Public Library • Venture Niagara • Welland Downtown BIA • Welland International Flatwater Centre • Welland Museum • Welland/Pelham Chamber of Commerce • Welland Public Library • Niagara This Week • Welland Rose Festival • Welland Rotary Club • Welland Tribune • Wesley-Robins Retirement Village • Workplace Safety Group • YMCA Niagara • Youngs Insurance Brokers...and the many, many businesses and social agencies who contribute their time to our workshops, and who donate prizes or monetary gifts for our events.

TO THE CITIZENS OF WELLAND

Who continue to participate in our fundraising events and who share in the experience of meeting, welcoming and appreciating the talents and skills that our country's newest citizens and Canadians bring to our community.

Thank you for contributing to the success of our organization and helping us make dreams a reality for both newcomers and Canadian citizens.



Welland Heritage Council and Multicultural Centre

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