

The Welland Heritage Council and Multicultural Centre, Employment  
Solutions, & The Multicultural Services Network of Niagara Falls

# ANNUAL GENERAL REPORT

2024

2025



# GREAT EXPECTATIONS

## **Mission:**

Integrating newcomers and Canadians by delivering diverse and accessible programs and services that empower them to reach their full potential and provide resources and supports so they may contribute to the success of a growing and inclusive community.

## **Vision:**

Design and deliver diverse & accessible programs and services to assist individuals in achieving social and economic success in the Niagara Region.

## **Values:**

- Client-centred Service
- Professionalism
- Building & Maintaining Meaningful Relationships
- Respect

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# A MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

As we celebrate the 49th Annual General Meeting of the Welland Heritage Council and Multicultural Centre (WHCMC) and Employment Solutions, we reflect on nearly five decades of steadfast commitment to our community. This milestone represents thousands of lives positively impacted, countless stories of resilience, and a legacy of bridging cultures and strengthening communities across Niagara.

The past year has been marked by significant achievement and meaningful impact. Working alongside our board of directors, staff, volunteers, and community partners, we have addressed pressing community needs while laying the foundation for sustainable growth. Our continued support for asylum seekers in Niagara has been delivered with compassion, urgency, and professionalism. Through our emergency shelter services, we have provided safe, temporary housing to families in crisis, ensuring that newcomers and vulnerable community members receive not only support but also dignity, a sense of belonging, and hope.

Our ESL programs remain a cornerstone of our work, equipping newcomers with the language skills essential for integration, education, and employment. These programs are complemented by our employment services, which help job seekers and employers build meaningful pathways to work. For internationally trained health professionals, we provided tailored guidance on credential recognition and specialized training to support successful integration into Canada's healthcare system. At the same time, we engaged job seekers and employers through cultural sensitivity workshops, fostering workplaces that are inclusive, equitable, and equipped to retain diverse talent.

In addition, our settlement services continue to support newcomers as they navigate challenges in housing, education, and employment, reflecting our enduring values of inclusion, empowerment, and collaboration. We believe that when individuals thrive, communities thrive, and our programs embody this principle at every level.

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Our theme for the year, “Great Expectations,” reflects our optimism, ambition, and commitment to excellence. It speaks to the resilience of our clients, the dedication of our staff, and the strength of our partnerships. It also challenges us to anticipate tomorrow's needs, continually raise the standard of our services, and envision a community in which every individual—regardless of their origin—has the opportunity to succeed.

Looking forward, we remain steadfast in our commitment to innovation, advocacy, and strategic collaboration. Our work is strengthened by partnerships with governments, employers, educators, community organizations, and supporters like you. Together, we can continue to build a Niagara that is welcoming, inclusive, and prosperous for all.

On behalf of our Board of Directors and the entire WHCMC team, we extend our sincere gratitude to all who have contributed to our mission over the past year. Your support enables us to remain a trusted resource for newcomers, job seekers, and employers alike. We are proud of our accomplishments, humbled by the trust placed in us, and energized by the opportunities that lie ahead.

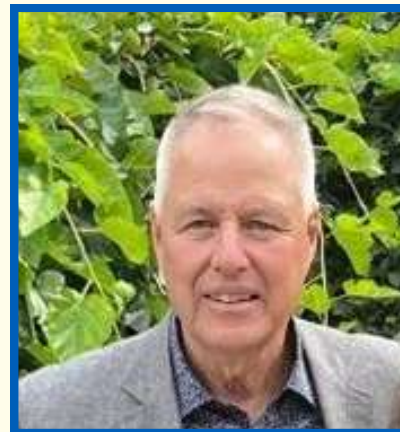
As we celebrate our 49th AGM, we also look forward with anticipation to our 50th Annual General Meeting next year—a golden milestone that will honor a half-century of service, celebrate the enduring impact of WHCMC, and chart a course for continued growth and meaningful community impact in the decades to come.

Sincerely,



*Janet Madume*

**Executive Director  
WHCMC  
Employment Solutions**



*John Cartier*

**Board Chair  
WHCMC  
Employment Solutions**





# HISTORY AND CONTINUED PARTNERSHIPS

For 49 years, WHCMC has been a pillar of support for newcomers in the Niagara region. Since 1976, we have helped thousands of immigrants overcome barriers to integration, empowering them with the skills, knowledge, and confidence to build meaningful lives in Canada. Our work transforms individuals into thriving, contributing members of the community—an achievement reflected in the many former clients who have returned as volunteers, staff, and board members, strengthening the social and cultural fabric of Niagara.

Through our Employment Solutions division, we have spent over two decades providing vital employment support to both newcomers and Canadians. From guiding internationally trained professionals through credential recognition to connecting job seekers with inclusive workplaces, our programs create pathways to economic independence and long-term success.

The establishment of Multicultural Network Services in Niagara Falls in 1995 further expanded our reach, providing targeted settlement support across the region. These services are reinforced by strategic fundraising initiatives, which sustain critical programs and foster strong partnerships within the local business community.

Our success is built on collaboration. WHCMC collaborates with governments, community organizations, employers, educators, and funders to deliver coordinated, high-quality programs that address evolving community needs. By leveraging these partnerships, we amplify our impact, foster innovation, and ensure that newcomers receive holistic support—from language training and employment readiness to settlement and social integration.

Over nearly five decades, WHCMC has remained steadfast in its commitment to diversity, inclusion, and empowerment. Our programs and partnerships continue to evolve, responding to the needs of Niagara's growing multicultural population while fostering community strength. Together, we celebrate the resilience of newcomers, the dedication of our team, and the power of collaboration in building a vibrant, welcoming, and prosperous Niagara.

# Programs

“At the heart of our work is the unwavering belief that every newcomer deserves the opportunity to succeed. As we look ahead, we remain deeply committed to fostering inclusion, resilience, and belonging in our vibrant, ever-growing community.”



# SETTLEMENT COUNSELLING AND IMMIGRATION SERVICES- CORE SERVICES

This year, our dedication to providing comprehensive settlement support has remained at the forefront of our mission to help newcomers successfully establish themselves in our community. The cornerstone of this effort continues to be the Newcomer Settlement Program (NSP), generously supported by the Ministry of Labour, Immigration, Training, and Skills Development.

The NSP takes a client-centered, holistic approach to settlement. Through a broad spectrum of services—including information and referrals, advocacy, personalized counseling, needs-based workshops, and interactive group sessions—we equip newcomers with the tools they need to navigate life in Canada. These services are designed not just to support initial integration, but to empower individuals and families as they build lasting connections and meaningful lives in the Niagara Region.

Over the past year, we have continued to welcome individuals from diverse backgrounds, including a steady flow of asylum seekers, some of whom remain in temporary accommodations such as hotels. While overall numbers have declined, we remain committed to supporting individuals relocated from across Ontario.

At the heart of our work is the unwavering belief that every newcomer deserves the opportunity to succeed. As we look ahead, we remain deeply committed to fostering inclusion, resilience, and belonging in our vibrant, ever-growing community.

## 2024/2025 SNAPSHOT

Settlement Unique clients: **1439**

Settlement Client Interactions: **5542**

Settlement referrals to other services: **1007**

Workshops and info sessions: **164**

# SETTLEMENT SERVICES - ASYLUM SEEKERS

Our program supported asylum seekers in transitioning from shelters to stable housing while facilitating their integration into Canadian society. By providing tailored settlement services, including guidance on the rental process, community orientation, and connections to employment opportunities, we promoted independence and successful integration.

## Key Accomplishments and Impact

- **Clients Served:** 1,174 asylum seekers
- **Client Empowerment:** Clients improved their understanding of the rental and employment systems, enabling them to navigate housing and job markets more effectively.
- **Partnerships:** Strengthened relationships with landlords, employers, and community organizations, expanded housing and employment options.
- **Shorter Shelter Stays:** Faster placements into permanent housing reduced time spent in temporary shelters.

Limited access to affordable housing and childcare remained major barriers, particularly for single mothers. We continued to provide support for housing, employment, and skill development while advocating for systemic solutions at both the local and federal levels.

# LABOUR MARKET ORIENTATION PROGRAM

Each year, Niagara welcomes highly skilled internationally trained individuals who bring valuable expertise and diverse perspectives to our community. Rebuilding a professional career in Canada, however, can be a complex and overwhelming process. That is why our programs are designed to provide clear guidance, advocacy, and encouragement every step of the way.

Through the **Labour Market Orientation Program**, part of our Newcomer Settlement services, we support internationally trained individuals across all professions. Clients receive information on **credential assessments, licensing requirements, and alternative career pathways**. We also advocate with regulatory bodies to ensure that newcomers understand the requirements and remain motivated to complete the process.

Clients participate in our **Employment Opportunities, Rights, and Requirements workshop**, which provides essential information on workplace safety and the Employment Standards Act in multiple languages. In the past year, we served **466 clients, resulting in more than 3,275 interactions, which far exceeded our target of 108**. These results highlight both the need for these programs and the determination of newcomers to use their skills to build strong, successful futures in Niagara.



# LANGUAGE TRAINING

Our **Language Training Program** continues to play a vital role in helping newcomers build the communication skills they need to thrive in Canada. Funded by the Ontario Ministry of Labour, Immigration, Training, and Skills Development, classes are available to adults aged 18 and older, from **CLB Level 1 through CLB Level 8**. With a focus on speaking, listening, reading, and writing, instruction is rooted in real-life topics such as housing, healthcare, employment, and Canadian culture. Guest speakers, including representatives from community organizations and local services, have enriched the learning experience and helped students better understand their rights and responsibilities in their new home.

Accessibility and flexibility remain at the heart of the program. In **Welland**, hybrid delivery combines in-person and online learning for CLB Levels 1–4, while in **Niagara Falls**, classes are available online for the same levels. For advanced learners, **CLB Levels 5–8** continue to be delivered entirely online, a model that has proven effective in reducing barriers such as transportation and childcare while extending access across the Niagara Region.

This year also provided our team with essential learning opportunities. The discontinuation of the **pre-CLB literacy class** in November created a noticeable gap for clients with emerging literacy needs. While some were placed in lower-level classes, others have struggled to find a pathway that meets their learning goals. This experience has reinforced the importance of offering tailored literacy programming, and we are actively exploring strategies to reintroduce supports for this vital group of learners.

Our partnership with **Employment Solutions and Employment Ontario** ensures that language training is not delivered in isolation but connected directly to employment readiness. Learners benefit from workshops on resume building, interview skills, workplace communication, and financial literacy—equipping them not only with language proficiency but also the confidence to pursue their personal and professional goals. As we look forward, our commitment is to continue delivering responsive, inclusive, and empowering language education that helps newcomers succeed.



# EMERGENCY SHELTER

Our **Emergency Shelter Program** continued to provide a vital lifeline for families and individuals facing the harsh realities of Niagara's housing crisis. With demand for safe housing at an all-time high, our shelter remained at capacity throughout the year, offering not only immediate refuge but also a pathway to stability and hope.

We worked closely with clients to navigate the challenges of securing permanent housing, connecting them with specialists, available rental opportunities, and essential community supports. For many newcomers unfamiliar with the Canadian housing system, this guidance was crucial in building the confidence and knowledge necessary to achieve long-term independence.

Our staff and volunteers were tireless in their efforts, ensuring every interaction was an opportunity to educate, empower, and encourage self-reliance. Beyond shelter, clients gained practical tools to advocate for themselves, understand their rights, and establish a sense of community roots. These outcomes remind us that with the right support, great expectations are not only possible but achievable.

***24 families—representing 60 individuals—found safety and support through our shelter***



# HOUSING PROGRAM – UKRAINIAN

The program provided comprehensive support to newly arrived Ukrainian individuals and families in the Niagara Region. Efforts prioritized stable housing, employment integration, and access to language training, with the overarching goal of fostering long-term independence, self-sufficiency, and community connection.

## Key Accomplishments and Impact

- **Housing Transitions & Budgeting Support:** Assisted **72** clients in securing stable housing and delivered targeted guidance on budgeting and financial literacy to promote sustainable living.
- **Integrated Housing & Employment Support:** Coordinated services linking housing support with tailored employment assistance aligned with clients' skills and goals.
- **Employment Linkages:** Referred **47** clients for resume development, job search coaching, and interview preparation, accelerating workforce entry.
- **Language Training Referrals:** Connected **58** clients with ESL programs, ensuring language acquisition as a critical step for integration and access to employment.
- **Further Housing Supports:** Supported **52** clients with complex housing needs through advocacy, specialized referrals, and targeted problem-solving.

As the program concluded, many clients faced uncertainty regarding permanent residency, increasing the complexity of service delivery. Staff continued to monitor evolving policies and ensured timely, appropriate referrals, maintaining a high standard of client-centered care.

The CUAET program demonstrated a holistic and responsive approach, significantly improving stability, self-sufficiency, and integration outcomes for newly arrived Ukrainian families in the Niagara Region. Its impact strengthened community connections and laid the foundation for long-term success for participants.



# INTERNATIONALLY EDUCATED HEALTH PROFESSIONALS HUB PILOT PROJECT

The **Internationally Educated Health Professionals (IEHP) Hub Project**, funded in part by the Government of Canada's Foreign Credential Recognition Program, continues to make a powerful impact in Niagara. Designed to address the unique challenges internationally educated professionals face, the Hub provides individualized support, including licensing guidance, financial resources, career pathway planning, and referrals to bridging programs.

This year, we expanded training opportunities for both IEHPs and employers. Participants benefited from **Canadian Workplace Culture and Diversity & Inclusivity Trainings**, equipping them with the tools to succeed long-term in their professions. Employers, in turn, accessed resources to build inclusive environments that foster retention and success for their internationally trained staff. Importantly, these trainings are developed and delivered by an internationally trained physician who brings firsthand insight into the IEHP journey, creating a program that resonates deeply with both professionals and employers.

As we enter the third year of this initiative, momentum continues to grow. New partnerships have formed across the region, and IEHPs from a wide range of professions—including physicians, nurses, pharmacists, physiotherapists, social workers, dentists, and paramedics—are moving forward with confidence through credentialing and integration pathways.

Looking ahead, the Hub will share its training resources with agencies across Canada through **Train-the-Trainer sessions** and, in 2027, publish a comprehensive findings report to inform future programming. With strong community support and the dedication of our partners, we remain optimistic that Niagara's IEHPs will not only meet but exceed expectations, strengthening Canada's healthcare system for years to come.



# DIVERSE VOICES SAME MESSAGE PROJECT

The Diverse Voices, Same Message initiative, funded by Canadian Heritage's Multiculturalism and Anti-Racism Program, **successfully concluded on March 31, 2025, after two years of impactful programming** across Welland, Fort Erie, and St. Catharines.

The project engaged over **1,000 youth, community members, and partners** in workshops, cultural exchanges, and action sessions led by our **Youth Council of Indigenous and Black leaders**. A highlight was the **Youth Empowerment Symposium**, attended by **101 participants, the majority of whom were youth**, featuring dynamic speakers from Black and Indigenous communities, engaging workshops, rhythmic performances, and a cultural flavour experience.

Youth also facilitated the **Black History Celebration**, which drew **76 participants** and included three high school student facilitators, creating a powerful space for dialogue and cultural pride.

The initiative concluded with the launch of the **Spirit and Soul Community Allyship Toolkit** and youth-led diversity videos, leaving lasting resources to strengthen allyship and inclusivity. This project affirmed WHCMC's commitment to **equity, anti-racism, and empowering young leaders** to drive meaningful change.



# CANADA SUMMER JOBS

The **Canada Summer Jobs program**, sponsored by Service Canada, enabled us to hire a student in the summer of 2024 to support the work of the Welland Heritage Council and Multicultural Centre. This student had originally accessed our services as an infant with her family. After graduating from secondary school, we were delighted to provide her with her first employment opportunity while she prepared for her first year of university. She split her time between our main office and the Employment Solutions Seaway Mall location in Welland, providing invaluable support to the coordinator of our **Diverse Voices, Same Message** youth project.

## In her final report, she reflected on her experience:

*"This experience has been exceptional. I feel fortunate to have had this opportunity. The staff are encouraging, supportive, and kind. Thank you for making my first professional job so memorable! I will always cherish my time here."*



**niagara** DIVERSE VOICES SAME MESSAGE

**Youth Empowerment Symposium:**  
**The Richness of our Cultures**  
Honoring Black & Indigenous Knowledge

- Engaging Workshops** – Interactive sessions on cultural sensitivity, storytelling, and leadership.
- Dynamic Speakers** – Hear from Adeline Bird, an award-winning Afro-Anishinaabe creative who uses various mediums to advocate for marginalized communities.
- Meaningful Discussions** – Thought-provoking panel conversations on Black and Indigenous Culture.
- Amplify Diverse Voices** – Celebrate and uplift youth perspectives from Indigenous and Black communities.
- Cultures Through Rhythm** – Engage in learning through music and beats of traditional drumming.
- Experience the Flavors of Culture!** Afro-Caribbean & Indigenous Cuisine Provided.

Open to Niagara's youth, students, young leaders, and allies passionate about diversity, equity, and inclusion

**Adeline Bird**

**Friday, April 4, 2025**  
Best Western St. Catharines Hotel & Conference Centre

**Sign Up Today**

**Future Black Female**  
Funded by the Government of Canada  
Financé par le gouvernement du Canada

**Canada**





# EMPLOYMENT SOLUTIONS

Employment Solutions, funded by Employment Ontario in partnership with Fedcap Canada (Service System Manager for the Hamilton-Niagara Region), continued its mission to empower job seekers and employers across the Niagara Region through the Welland Heritage Council and Multicultural Centre. Services were delivered through two convenient locations: Welland (Seaway Mall) and Niagara Falls (7188 Dorchester Road).

The 2023-2024 fiscal year was unique. We had the pleasure of continuing to work with the Asylum Seekers demographic, as thousands of them were still in the Niagara Region. Additionally, due to the exceptional performance, we had the pride of expanding our office in Niagara Falls to better serve our community. For these reasons, we conducted many job fairs that allowed a couple of thousand job seekers to attend and enhance their chances of finding jobs.

## **Client-Centered Approach:**

- **Reducing Stress:** Recognizing the challenges of job searching, Employment Solutions maintained a “Client First” approach, providing guidance, setting clear goals, and offering personalized support throughout the employment journey.
- **Tailored Solutions:** Our team conducted comprehensive assessments to identify each client’s skills, experience, and goals, developing customized employment strategies for success.
- **Referral Services:** For clients whose needs extended beyond immediate employment, we facilitated referrals to partners such as Contact North, Better Jobs Ontario (formerly Second Career), or alternative skill-building programs to enhance employability.

## **Employer Engagement**

- **Comprehensive Support:** Employment Solutions assisted employers with job postings, candidate screening, interview coordination, and organized recruitment events.
- **Supporting Small Businesses:** Many collaborating employers were small businesses that benefited from our free services, enhancing both client employment outcomes and local workforce development.
- **Training Incentive Placement Agreement (TIPA):** Funds used toward workforce development and skill enhancement.

# EMPLOYMENT SOLUTIONS CONT'D

## Canada Ontario Job Grant (COJG)

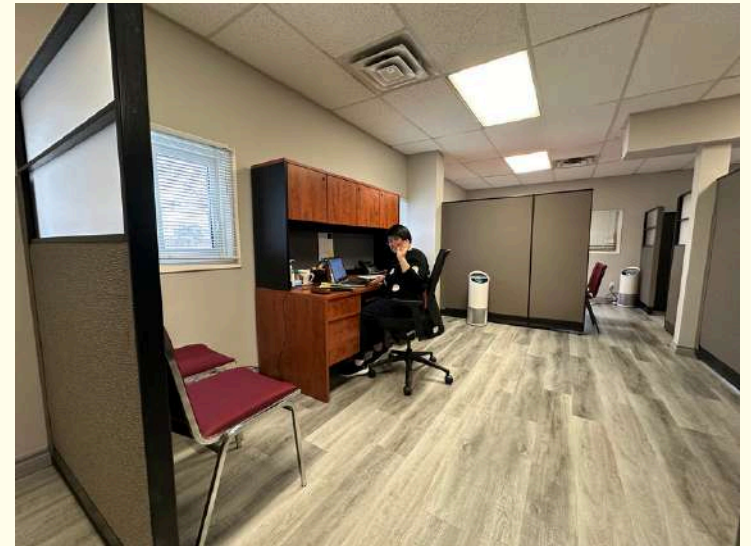
Employment Solutions administered the COJG program, funded jointly by the Province of Ontario and the Government of Canada. This grant enabled Niagara employers to invest in workforce training, fostering skill development, career advancement, and enhanced compensation. During the 2024–2025 fiscal year, we spent over 83% of our budget allocation between the two locations, strengthening the skills of Niagara’s workforce and supporting regional economic growth.

## Program Highlights

- Assisted over **480** clients in achieving their employment goals.
- Supported more than **150** clients in securing meaningful employment.
- Organized job fairs in collaboration with other service providers.
- Maintained high client satisfaction across both Welland and Niagara Falls locations.
- Provided guidance, resources, and support to more than **1,500** individuals in our Resource and Information areas.

## Message from Employment Solutions

*“Employment Solutions remained committed to serving the Niagara Region by empowering both clients and employers. Through tailored services, strong partnerships, and a client-focused approach, we continued to enhance employment outcomes and support workforce development. We look forward to building on this success in the coming year and invite job seekers and employers alike to connect with us for guidance, training, and career development opportunities”.*



# MULTICULTURAL NETWORK OF NIAGARA FALLS

As part of the **Welland Heritage Council and Multicultural Centre (WHCMC)**, we continue to adapt and expand our services in Niagara Falls to meet the evolving needs of newcomers. With support from the **Ministry of Labour, Immigration, Training, and Skills Development (MLITSD) through the Newcomer Settlement Program (NSP)**, WHCMC offered a comprehensive range of services that helped individuals and families integrate successfully and progress along their pathways to citizenship.

This year, services included **information and referral, advocacy, one-on-one counseling, group workshops, and needs-based sessions**, all designed to address the most urgent challenges faced by newcomers. Our approach focuses on empowerment—ensuring clients not only access immediate supports but also gain the tools and confidence to build long-term stability in Niagara.

To enhance accessibility and protect client privacy, WHCMC continues to offer **hybrid service models**. Platforms such as Zoom remain a vital tool for connecting with clients, particularly through **virtual orientation sessions for ESL students** in Niagara Falls, ensuring that distance or transportation challenges do not prevent access to services.





**Black History  
Events Month**

**International  
Women's Day**

# BLACK HISTORY MONTH

This year's **Black History Month** celebration, themed “**Young Voices: Bold Futures, Celebrating Black Excellence**” was held at **The Exchange Cultural Hub and Market** in Niagara Falls on the morning of **February 12, 2025**. Guests were welcomed with a delicious breakfast, generously provided by **Third Space Cafe**, in a brightly lit space that set the stage for an inspiring and memorable event.

The program began with a heartfelt land acknowledgment and warm welcome, followed by greetings from political officials and our **Meridian Credit Union scholarship sponsor**. Attendees were captivated by an interactive drumming performance from **Alpha Rhythm Roots**, which energized the room and set the tone for youth-led presentations, including spoken word, personal reflections, and the premiere of the **DEI video** produced through our **Diverse Voices, Same Message Youth Project**.

The impact of this celebration extends far beyond the event itself. Funds raised support **scholarships for post-secondary education** awarded to promising marginalized youth in Welland during their secondary school graduation ceremonies in June. These scholarships represent a tangible investment in the future of our community and exemplify our commitment to nurturing talent, promoting education, and ensuring the legacy of Black history continues to inspire and empower generations to come.

We extend our sincere gratitude to all **donors, volunteers, and participants** whose contributions made this celebration possible. Your support and dedication to honouring Black excellence and resilience help strengthen our community and uplift the next generation of leaders.



# INTERNATIONAL WOMEN'S DAY

This year, our **International Women's Day** celebration took a slightly different form, as our Executive Director, Janet Madume, was invited to **emcee the GNCC's event**, which coincided with ours. Despite the scheduling overlap, we were thrilled to have **two tables of clients and staff** join to celebrate the occasion and honor the achievements of women in our community.



On a separate occasion, we proudly **presented our International Woman of the Year trophy to Marsha Whittaker**, who led our Settlement Team with extraordinary dedication during the challenging period of providing on-site services at hotels housing asylum seekers. Marsha supported hundreds of anxious newcomers, going above and beyond to ensure their needs were met—so diligently, in fact, that she temporarily lost her voice. Her leadership, resilience, and compassion set a remarkable example for her team and for the wider community.

Executive Director Janet Madume presented the trophy to Marsha, which is **inscribed with the names of each year's winners** and proudly displayed at our Centre throughout the year as a symbol of excellence and commitment to service.

# HIGHLIGHTS

## 2024-2025 REFLECTIONS

*Our team remained united and dedicated in responding to the ongoing arrival of newcomers to Niagara. Services at Niagara Falls hotels were thoughtfully adapted to address the evolving needs of clients, ensuring support was timely and effective. Meanwhile, our employment services in Welland and Niagara Falls continued to achieve outstanding results, reflecting the commitment, expertise, and innovation of our staff in empowering clients to reach their personal and professional goals.*

## 2025-2026 LOOKING FORWARD

*Despite changes in the settlement and employment sectors, we continue to support the growing number of newcomers settling in the Niagara Region, assisting with **affordable housing, employment, work permit renewals, and permanent residency applications**. Looking ahead, we **look forward to celebrating our 50th anniversary**, honouring decades of dedication and community impact while continuing to help newcomers thrive.*

# FINANCIALS

*Total revenues in 2025 remained steady at \$1.98M, with Operational Grants (92.2%) continuing as the primary funding source. Shelter Program contributions decreased slightly, while Other revenues declined compared to 2024.*

*Expenses increased to \$1.95M (from \$1.85M in 2024), largely due to higher Salaries & Benefits (62.9%), as well as greater investment in community promotion and engagement.*

*The year closed with a net deficit of \$45,135, compared to a surplus of \$40,887 in 2024. While expenses grew, revenues remain stable, positioning the Council to continue serving the diverse needs of our community.*



WELLAND  
HERITAGE COUNCIL  
& MULTICULTURAL CENTRE

## ANNUAL RETURN SUMMARY – REVENUES & EXPENSES

Revenue Breakdown	2025	2024	2024
Operational Grants	1,827,486	1,771,153	89.5%
Amortization of Deferred Contributions	35,382	41,607	2.1%
Local Programs	10,575	16,458	0.8%
Shelter Program	103,056	120,194	6.1%
Rent Facilities Funding	6,000	6,000	0.3%
Other	-1,138	23,179	1.2%
<b>Total Revenue</b>	<b>1,981,371</b>	<b>1,978,591</b>	<b>100%</b>

Expense Breakdown	2025	2024	2024
Salaries & Benefits	1,229,403	1,114,955	60.2%
Rent & Property Taxes	162,576	219,720	11.9%
Office	135,194	97,894	5.3%
Advertising & Promotion	97,722	53,122	2.9%
Training (Entrepreneurship)	83,528	98,540	5.3%
Repairs & Maintenance	48,140	42,300	2.3%
Communications	52,976	49,877	2.7%
Insurance	16,297	19,470	1.1%
Travel	15,557	8,800	0.0%
Workshops	33,968	850	0.5%
Professional Fees	34,303	35,305	1.9%
Utilities	20,631	1,183	1.9%
Other	74,048	74,313	4.0%
<b>Total Expenses</b>	<b>1,954,743</b>	<b>1,852,529</b>	<b>100%</b>

THANK  
*Thank You*  
YOU



# TO OUR FUNDING PARTNERS:

Government of Canada

City of Welland

District School Board of Niagara

Ministry of Labour, Immigration, Training and Skills Development

Niagara Community Foundation

Niagara Regional Police

Service Canada

Fedcap Canada

United Way Niagara

Meridian Credit Union



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



# **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**

**Board Chair:** John Cartier

**Treasurer:** Rabilla Waqar

## **Directors**

Michael Charles

Jim Larouche

Lucas Lucchetta

Lucine Tchakerian

# THE TEAM

We extend our heartfelt gratitude to our exceptional staff for consistently exceeding expectations and demonstrating unwavering commitment to our organization, its mission, and the individuals who benefit from your expertise and dedication. Your loyalty and dedication are instrumental in the success of our programs and in enriching the lives of our clients through the valuable knowledge you generously share. Thank you for your outstanding contributions and continued dedication to our shared goals.

**Executive Director:** Janet Madume

**Financial Coordinator:** Rana Bshara

**ESL Teachers:** Elham Meleka, Alysia Felker-Penner,  
Kate Agar, Laura Rojas, Naheel Al Jawabreh,  
Jackie Angi-Dobos

**ESL Coordinator:** Olivia Karner

**Ukrainian Accelerated English Program:** Lidiia Bulaivska

**Lead Settlement:** Marsha Whittaker

**Settlement Counsellors:** Katana Bosetti, Karina Kufta, Viviana  
Carolina Rubio Vega, Emine Yonden-Pehlivan, Lidiia Bulaivska

**Housing Coordinator:** Nataliia Nikishova

**IEHP Hub Pilot Project/Labour Market Orientation:** Lori Webster

**Youth Coordinator:** Madeleine Mackenzie

**Social Media Strategist:** Kelsie Chasse

**Canada Summer Jobs Student 2024:** Debora Charles

**Employment Solutions Program Manager:** Abdullah Rophael

**Team Lead Employment Services:** Katana Bosetti

**Employment Advisors:** Paula Gongora, Madeleine Mackenzie, Geleen  
Laforga, Susan Sarko, Viviana Rubio, Rosy Aguinaga, Liudmyla Babina

**Job Developers:** Brian Fletcher

**Retention Specialist:** Liudmyla Babina, Rosy Aguinaga

## TO OUR MEMBERSHIP COUNCIL

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

## TO OUR VOLUNTEERS

Volunteers are an integral part of our services and have been generous with their time. They have been very committed to our programs and events.

## 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 • Contact North • 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 Employment Help Centre • 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 • Ontario Council of Agencies Serving Immigrants • Open Arms Mission • Port Cares • ProKids Program • Port Colborne/Wainfleet Chamber of Commerce • Rose City Kids • Salvation Army • Scotiabank • Seaway Mall • Sofifran • St. Vincent de Paul • The Hope Centre • The Residence and Conference Centre • Thorold Public Library • Tony Gallaccio • Venture Niagara • Welland Downtown BIA • Welland McMaster Family Health Team • 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 • Workforce Collective • Workplace Safety Group • YMCA Niagara • Youngs Insurance Brokers • YWCA...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 OUR CLIENTS AND THE CITIZENS OF WELLAND AND NIAGARA FALLS

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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