

BLACK LIVES MATTER

Social Distancing

GOOD NEWS!

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

# FACING THE FUTURE

## TOGETHER

2019-2020 ANNUAL GENERAL REPORT



ECONOMIC CRISIS

INVESTMENT IN NEW SEC

Financial growth

Coronavirus Vaccine



**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



The incredible staff  
took each challenge  
thrown at them and  
conquered it

*Paul Pudge*

As President of the Board of Directors of the Welland Heritage Council and Multicultural Centre it is with great pride that I present to you our Annual Report for 2019-2020. It has truly been a year of two faces. The first, the face we have known for years, the Heritage Council and its affiliate agency Employment Solutions operated as usual. With two offices, staff at Employment Solutions constantly interacted with clients to determine their needs in the workplace 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 we provide programs which are open to anyone, not just newcomers.

At the Heritage Council we provided immigration counselling along with the necessary programs for newcomers to Canada wishing to obtain their Canadian Citizenship. Many services were provided in their native language. Whether it be ESL courses or how to use our transportation services or even how to open a bank account Heritage Council staff were there to help newcomers get integrated in their new country. This fiscal year the Niagara Youth Integration Program was initiated, providing a safe and inclusive space for newcomer and Canadian born youth to socialize and learn from each other with the goal of diminishing racism. As well our Capital Grants from the Ontario Trillium Foundation provided much needed improvements and accessibility to our bathrooms and kitchens.

And then face number two, COVID 19, changed the world forever as we closed out the fiscal year. A new virus about which we had limited or no knowledge. We were immediately declared an essential service requiring us to keep our offices and shelter open and business operating. Schedules were set allowing staff to work from home when it was feasible. Services to clients were provided in new and unique ways. Rather than meeting face to face virtual meetings were held with clients and staff. Even Board of Directors meetings were held virtually. Online, staff provided ESL classes for students wishing to learn or upgrade their English language skills. Social distancing became the norm.

None of this could have been possible without the incredible staff that took each challenge thrown at it and conquered it. Under the guidance and strong leadership of the Executive Director a new order was developed to provide our clients with the quality of service they had become used to.

To all our volunteers thank you for your assistance. We could not have done it without you. Hopefully in 2021 we will be able to reintroduce our fundraising events such as Ladies Night and the Dragon Boat races. To my fellow Board Members, thank you for your support and guidance. It has made my role very enjoyable. We cannot and will not be conquered by Covid 19.

## FROM THE EXECUTIVE DIRECTOR'S DESK



I am proud to say this experience has allowed us to showcase the hidden strengths within all of us.

*Janet  
Madume*

As the philosophers say, “Life must be understood backwards”, but don’t forget the intention is for it to be lived forwards”.

As I reminisce about the events of this past year, I can’t help but feel the full presence of an unwavering commitment from all our stakeholders. The fiscal year ended with an unexpected event caused by COVID-19, the pandemic that would pivot the organization to a new era of digitalization. I am proud to say the experience has allowed us to showcase the hidden strengths within all of us.

For decades the organization has successfully focused on delivering quality services to both newcomers and Canadian Citizens alike. We have continued to leverage resources and improve our responsiveness to the needs of our clients and community. Welland Heritage Council & Multicultural Centre and Employment Solutions have continued to fundraise for operations of our emergency shelter with the assistance of the community at large at events such as Welland Dragon Boat and the ever-popular Ladies Night.

Like most years, Welland Heritage Council and Multicultural Centre and Employment Solutions experienced great highlights and events throughout the year. We have had so many success stories in our journey, including launching a new youth program that helps newcomer youth find the meaning of diversity through their Canadian counterparts, and believe that one day they too can achieve their dreams. Meridian Credit Union, one of our strong allies, rallied with us at our annual Black History event that raised over \$3,000 in scholarship dollars to help with college/university expenses for the marginalized high school students, allowing them an opportunity to further their education. Employment Solutions’ persistence to connect great people with meaningful employment has seen an increase in the number of clients served.

Certainly we have had our share of mishaps, but the continued courage and tremendous support of our staff, board, funders, volunteers and partners’ forward thinking of our community whilst enduring the turbulences has resulted in true collaboration while “Facing the Future, Together”.

# 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 2019/2020 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 and privacy.

## 2019/2020 SNAPSHOT

Unique clients served under NSP: **555**

Client visits in-person: **2101**

Total services rendered via telephone: **844**

Workshops and info sessions: **26**

Media Based Services: **538**



# NIAGARA FOREIGN CREDENTIAL RECOGNITION PROGRAM

The Niagara Foreign Credential Recognition Program assists 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 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.

We have been assisting internationally trained individuals in professions such as lawyer, accountant, pharmacist, dentist, physician, teacher, engineer, nurse, dietician, architect, physiotherapist, and financial services. Advocacy is an important part of the program due to complex processes with regulatory bodies and clients' unique circumstances.

We are grateful to all our community partners who have provided referrals and their wrap-around services to support our common goal of seeing newcomers to Canada using their valuable skills in the professions of their education and work experience.

**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:**



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



# 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 2019-2020 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. 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.



# NIAGARA PROSPERITY INITIATIVE HOUSING COORDINATOR

We supported our clients towards self-reliance and improving housing stability by conducting our Rent-Ready workshops. These helped in preparing the clients to learn to budget, learn about renting costs, rights and responsibilities as a tenant or homeowner. This also taught them how landlord and tenant law works, how a security deposit or first and last month's rent works, etc.

We encouraged clients to do city tours; connecting our clients to housing specialists/properties for rent to help them find suitable housing, as many newcomers lack these connections and knowledge. We steadily progressed toward achieving this goal by creating a safe and secure learning environment where every opportunity for guidance was also an opportunity for learning for our clients on their path towards self-reliance and finding a suitable home to meet their needs for the long term.

Some of the most influential and powerful outcomes of our project were seeing our clients being self-reliant and helping others within our community on their path towards self-reliance and eradication of homelessness. We have seen those clients take the information and knowledge they have learned through this program and use it to help others in the community who are in the same place they once were. We have not only seen that impact but continue to hear from our clients their success stories after they find suitable housing and are now succeeding and growing in every area of their lives.

As our primary outcome was creating self-reliance within our newcomers and their communities we have had great success. The knowledge we have imparted to our clients and the resources we have been able to provide to them through this program has made that success a reality, whether it was making them feel secure upon arriving at our shelter and learning how to access essential resources and services within our community and the Niagara Region, or through our many workshops and tours. Teaching them the necessary information and steps of securing stable housing has contributed to the positive results. We have been fortunate enough to see the impact within our community as we continue to witness our clients' growth and integration as self-reliant members of the same community in which we live and work every day.

We were able to secure housing for **11** Families and **38** Individuals, overall we serviced **122** clients. We know that through follows ups and remaining in touch with our clients that all of them have remained housed.

# EMERGENCY SHELTER

In 2019-20, The Welland Heritage Council welcomed 122 newcomers to our Emergency Shelter. At this time we have 10 studio, one and two bedroom apartments available for families to stay in.

Ontario Trillium Foundation provided us with a grant of \$83,400 to upgrade the 10 washrooms in the shelter. This gave an opportunity for many clients with mobility issues easier access to showering.

BCM provided a generous donation of \$15,000 to put towards maintenance repairs in the shelters.

## From House to Home

When our clients arrive to the Emergency Shelter at the Welland Heritage Council, they experience a lack of social connections in the community. Many arrive without family, friends, language barriers and many suffering from PTSD and other mental health concerns. These factors contribute to social isolation.

Seed program funding from the Ontario Trillium Foundation is giving us an opportunity to provide weekly, monthly and one-off activities which encourage the clients to participate in community-run activities.

Many friendships have developed from this successful program.



## CANADA SUMMER JOBS

The Canada Summer Jobs program is sponsored through Service Canada and enabled us to hire two students in the summer of 2019 to assist at the Welland Heritage Council and Multicultural Centre.

The Newcomer Youth Activity Assistant provided activities for the children of parents studying in our English Class in July, along with children in our emergency shelter. Support was provided to clients arriving to our reception area and calling the office for assistance. Having been a youth in our newcomer youth program in the past, our summer student was an amazing asset, speaking a second language and understanding the immigration process of our clients.

The Client Intake and Event Assistant supported the administering of our annual events such as the Welland Dragon Boat Festival and Welland Multicultural Festival. This student also assisted with clients arriving to the reception area or seeking services by phone. She became so loved by our English as a Second Language students that they prepared a huge card for her on their last day of class.

Our summer students served with excellence and we were glad we could provide employment experience as well as the opportunity for them to save funds to return to their post-secondary education thanks to the Canada Summer Jobs program.



## EMPLOYMENT SOLUTIONS

### Highlights from this fiscal year:

- **3688** people accessed our two locations to use our services, gain resources or use our computers for their job search
- Employment Solutions launched a new website this year to provide our clients better access to our services online
- Employment Solutions Overall Service Quality is far above the provincial average
- Used Employment Ontario funding to develop over **60** jobs in Niagara
- Customer Satisfaction is at 107% for both offices which is 16% over the provincial average
- **505** clients found employment connected to their employment goals
- **1480** people attended our workshops from employers to students and job seekers

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 our clients' job search, resume development, skill building and service referral to other community agencies.

Job searching is stressful, confusing and sometimes discouraging. We at Employment Solutions work by a Client First Approach to our service to help lower our client's stress, set clear goals and of course work through any setbacks in their job search. Of course sometimes a new job for our clients is not always the right fit. Our team of trained staff will provide an assessment to see if a referral to another community agency, Second Career Training, workshops or other forms of development are the right answer. We sit down with our clients and take the time to understand their goals and needs and provide a customized approach to help them succeed.

Employment Solutions also helps Niagara's employers with their job postings, applicant screening, setting up interviews, job fairs and hiring. Many of the employers we work with are smaller businesses and really benefit from our free services. These strong relationships with employers give our clients an advantage when applying for the jobs they want. We pride ourselves on our strong reputation in the community with our employers and community partners.

Employment Solutions also administers the Canada Ontario Job Grant which is funding provided by the Province of Ontario and the Government of Canada. The Canada Ontario Job Grant provides funding to employers in Niagara to train new and current staff with new skills and certifications. These trainings often lead to promotions and pay increases for the participants and helps Ontario move towards the highest skilled workforce in Canada. We distributed over \$126,000 in funds to 11 different employers in Niagara to help develop their team. Call us if your team is looking to upgrade their skillset.

# MULTICULTURAL NETWORK OF NIAGARA FALLS

## **Settlement Services**

We offered itinerant settlement services in Niagara Falls to meet the needs of newcomers in Niagara Falls. This was possible through our partnership with the Niagara Falls Public Library, who provided a safe space within which clients accessing services could be assured of safety and privacy. We also brought 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 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.



# EVENTS





# EVENTS AND FUNDRAISERS

The Welland Heritage Council holds a series of events each year, some to raise funds to support our agency and the needs of the Emergency Shelter and its occupants, and some to bring our community together in celebration of the cultures represented in our community.

**Ladies Night Out FUNraiser** – May 2nd, 2019: Our 12th Annual Ladies Night Out event featured a live band, vendors, dinner, silent auction, raffles, and door prizes. The Croatian National Home was filled as ladies gathered for an elegant and fun night out with family and friends for a great cause!

**17th Annual Dragon Boat Festival** – June 8, 2019: The Welland Dragon Boat Festival was held at the world class Welland International Flatwater Centre. 27 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!

**43rd Annual World Ball** - June 28, 2019: The World Ball was held at Casa Dante and featured a parade of flags carried by representatives of each cultural group and a full-course meal, followed by a DJ and dancing.

**Welland Multicultural Festival** - June 22, 2019: We partnered with the Rose Festival Days in the Park and provided an afternoon of cultural entertainment at Merritt Park, cultural food, First Nations StoryWalk display, and cultural activities at the Welland Museum including Metis dot painting. We participated in the CEED of Hope parade together with diverse cultural groups on Sunday.



# INTERNATIONAL WOMEN'S DAY

We celebrated our 16th Annual International Women's Day event on March 6 at Welland Civic Square with the theme "Each for Equal". Every year the newcomer men and women in attendance 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 by our Niagara College co-op student, Kara Wheeler.

We were blessed to have two highly renowned inspirational speakers, Crystal D'Cunha and her aunt Rita Chahal, who happened to be visiting and has an extensive background in settlement work. Their messages were powerful and effective encouragement for the newcomers in attendance.

Our International Woman of the Year for 2020 was Viviana Rubio Vega, who came to Canada from Colombia in 2018 to complete a Masters Degree in Education at Brock University. Not only was she able to successfully complete this degree in her second language, but she achieved this while expecting her second child, in addition to being on her own during the week while her husband was working weekdays in London, Ontario. After completing her degree, she was able to get a job as a translator with her husband's company doing Health and Safety Training. While doing all of this, she has also been an amazing volunteer for newcomers to Canada in the Welland Multicultural Centre emergency shelter, providing translation assistance and support. The trophy Viviana was presented with remains at our centre throughout the year.



# BLACK HISTORY MONTH

We celebrated our annual Black History Month event with a delicious dinner at Casa Dante on February 5. Our staff members Kenny and George performed poetry, and we enjoyed the sounds of the Latin Trio throughout the evening. Dr. Christopher Stuart Taylor delivered a wonderful keynote address, encouraging those with the means and opportunity to reach out to young people, especially young people of colour, and empower their future by believing in them and showing them what opportunities are available to them. This was a powerful and memorable speech! All funds raised from this event are used for scholarships for the post-secondary education of youth in Welland. We are grateful to Meridian Credit Union for matching all donations to our youth scholarship fund!



WELLAND HERITAGE COUNCIL AND  
MULTICULTURAL CENTRE INVITES YOU TO

# BLACK HISTORY DINNER


with speaker **Dr. Christopher Stuart Taylor**

Join us for an evening of cultural entertainment,  
dinner, and a keynote address in celebration of  
Black History Month.

**Location:** Casa Dante Lodge 19  
34 Lincoln St, Welland

**Date:** February 5, 2020  
Doors Open at 5:30

**Tickets:** \$75



# HIGHLIGHTS

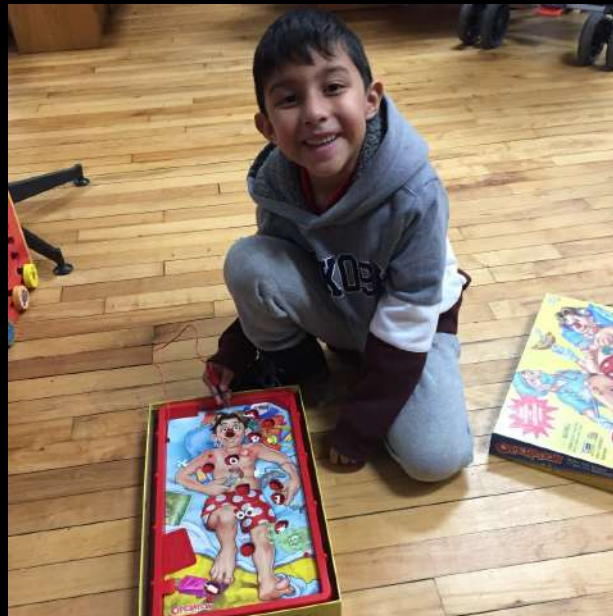
## 2019 - 2020 REFLECTIONS

We were grateful to be able to make much-needed improvements to our emergency shelter this past year as well as provide specific programming to support the health of the newcomers beginning their new lives here.



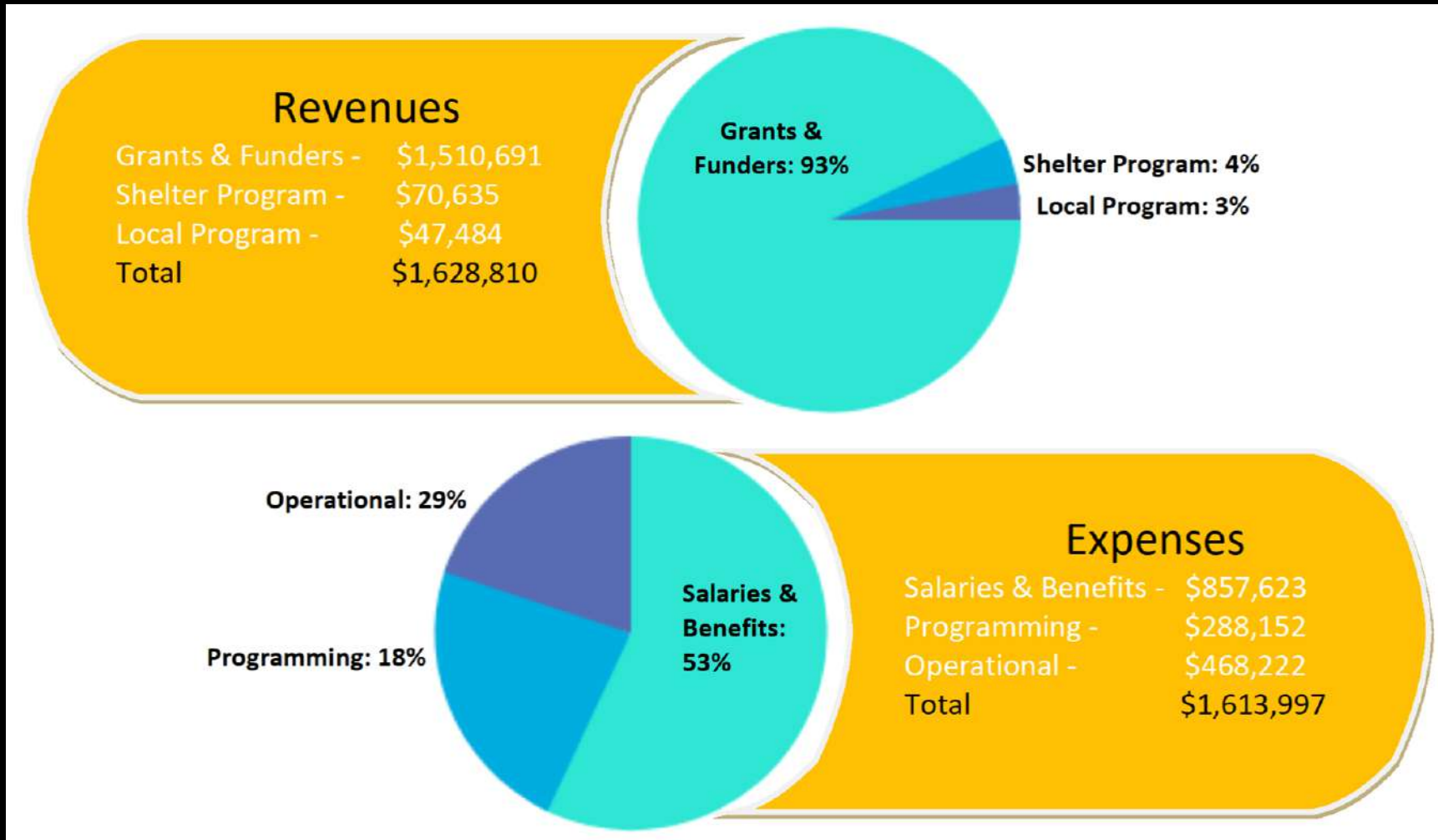
## LOOKING FORWARD

We are all experiencing a different plan than expected, but together we continue to provide all our programs to clients to support their future – together.



# FINANCIALS

THE WHCMC SUMMARY OF FINANCIAL POSITION AT THE END OF FISCAL YEAR 2019-2020  
IS AS FOLLOWS  
**TOTAL ASSETS: \$617,708**





**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

Canadian Heritage

Niagara Region - Niagara Prosperity Initiative

Niagara Investment in Culture

BCM Community Grants 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**

**President:** Paul Pudge

**Vice President:** Ann Simunic

**Treasurer:** Margita Galat

**Secretary:** Paula Esposito

## **Directors**

Debi Anderson

Caroline Pudge

April Jeffs

Michael Charles

Klara Szabo



# THE TEAM

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:** Brenda Fowler, Melissa Kirkpatrick

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

**ESL Coordinator:** George Mora

**Settlement Counsellors:** Kenneth Gwena, George Mora

**Housing Coordinator:** Mariann Zorgel

**Youth Coordinator:** Tori Rivard

**Niagara Foreign Credential Recognition Program Coordinator:** Lori Webster

**Social Media Strategist:** Kelsie Chasse

**Maintenance:** Jason Brocklebank

**Canada Summer Jobs Students 2019:** Michelle Lerma Cortes & Amilia Antle

**Employment Solutions Program Manager:** Kelly Jones

**Employment Advisors:** Ina Dziarkach, Lindsay Burns, Lindsay Edgar,  
Gustavo Morales, Terri Ryckman, Catherine MacKay

**Job Developers:** Daultan Leveille, Maja Dobric, Fiona Hodgetts, Lindsay O'Neal, Andrea Wick

**Employment Initiatives Coordinator:** Patricia Stirling, Patricia Czabo-Shannon

**Administrative Coordinator:** Pratusha Caleb, 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.

## **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 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 • OnDemand Staffing • Ontario Council of Agencies Serving Immigrants • Open Arms Mission • Port Cares • 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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