

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

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# 2020-2021 ANNUAL GENERAL REPORT



## FACING FORWARD

**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



"...let's start FACING  
FORWARD

*Ann  
Simunic*

As president of the Welland Heritage Council and Multicultural Centre, I would like to thank the executive and the board of directors for their dedication. I wish to acknowledge the strong leadership of our Executive Director and the very talented staff who work tirelessly to provide encouragement and support to our clients; including newcomers, job seekers and employers during this trying year.

In this our 45th year of serving the community, we are proud to say that our agency will continue to provide quality programming and services, strengthening the needs of individuals, families and the community, while creating cultural awareness, providing advocacy and opportunities.

I would like to thank the representatives and members of the cultural halls for your continued support to the WHCMC. In our 45th year we will strive to work together to provide opportunities to celebrate our various heritage backgrounds where you can hear and see the wonderful talent we have in Welland that has originated from the different cultural groups. We thank the Membership Council for your participation in community events that create an awareness of a city of diverse cultures. Thank you to our community sponsors for the various fundraising events. To all our volunteers thank you for your assistance, without your generous efforts WHCMC would not be able to execute what we do.

Open the doors again and let's start "FACING FORWARD".

## 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*

Welland Heritage Council and Multicultural Centre have continued to play a pivotal role in building our community through comprehensive settlement programs. During the pandemic, we continued to offer settlement and integration service delivery through online methods. Although there were instances where immigrants were unable to come to Canada due to restrictions, several of our clients were granted protected status, permanent residency, and some even citizenship, which was most gratifying. Our emergency shelter was home away from home for our newcomers. With support from various funders, clients received further support and grocery cards to supplement their primary income.

As we began the new year, we faced several lockdowns, which significantly impacted our English as A Second Language Program delivery. The exploration of virtual learning not only created an opportunity for continued learning for current learners but those who had been sidelined due to lack of childcare. We successfully obtained more funding to purchase more chrome books loaned to students. Moreover, resources were provided to train students on the utilization of digital equipment and platforms.

Amid the challenging employment environment this past year, our dedicated Employment Solution staff promptly reacted to possible changes and adopted new innovative procedures to support our clients in achieving their dreams of acquiring meaningful employment. FedCap officially took over the management of employment services in January 2021. We continued optimizing resources and client enhancement workshops, looking into feasible ways to deliver using the virtual platform, and encouraging and addressing our valued clients' barriers.

Our sincere gratitude to all the partnering organizations we work with, particularly Meridian Credit Union and community members, who again came through in donating scholarship funds for our Black History. Together, we assist the younger generation to achieve the impossible. Every helping hand is another brick to build a new foundation for people who need some support.

We are very grateful to all of our funders for their trust in our staff and organization to deliver the programs that support people in our community on behalf of the Governments of Ontario and Canada. Thank you to our Board of Directors, membership, volunteers, and staff who work tirelessly and are the pillar of this organization.

As we put 2020-21 behind us, and as our theme says, 'Facing Forward', we look to 2021-22 with great expectations and hope for our community's better and more equitable future. The pandemic and systemic racism have tested us as a community, and these challenges will continue. However, we remain strong and resilient as we brave the future in the new normal.

## HISTORY AND CONTINUED PARTNERSHIPS

Over the past **45 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.

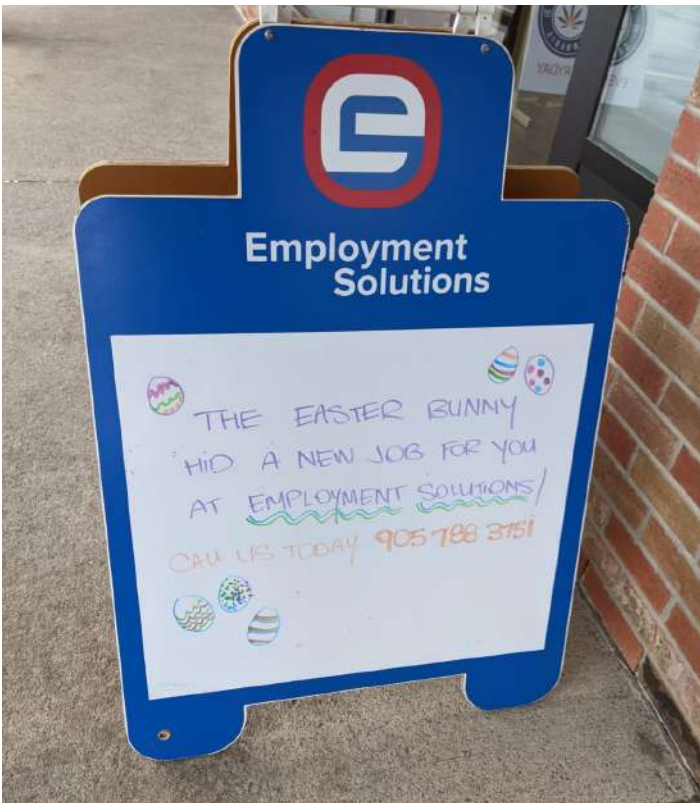
Our fundraising activities, when they are able to happen, support needed programs and develop stronger partnerships within the business communities. Developing a stronger network with other organizations in the Niagara Region has proved to be our best strategy to continue to provide quality services 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 Labour, Training and Skills Development, 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 pandemic, service delivery was modified to provide telephone and media-based means by which clients accessing services throughout our service area could be assured of safety and privacy.

### **2020/2021 SNAPSHOT**

Unique clients served under NSP: 502

One-on-one services rendered in-person: 751

Total services rendered via telephone: 2471

Workshops and info sessions: 26

Media-based services: 1764



# 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, the “Canadian Business for Internationally Trained Professionals” program was developed through Brock University’s Goodman School of Business 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. Due to COVID-19 licensing exams have been delayed, but some clients have successfully found work in their profession or an alternative that achieved their employment goals.

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. We anticipate an increase in clients served through this program in the year to come, as well as those who have been able to complete their licensing requirements.

## NIAGARA FOREIGN CREDENTIAL RECOGNITION PROGRAM

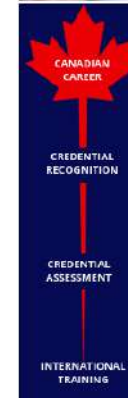
Are you an internationally trained professional seeking to re-enter your profession in Canada?



### 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.



Contact Lori for more information  
905.732.5337 x128  
webster@wellandheritagecouncil.com

Welland Heritage Council and Multicultural Centre In partnership with: Meridian

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

**Goodman**  
School of Business  
Brock University  
Canadian Business for Internationally Trained Professionals

- Oct - Dec, 2021
- Online and instructor-led
- Multiple financial assistance opportunities
- Regular price: \$3,295 + HST
- Early bird price: \$2,965 + HST ending Aug 15

Goodman Group | Take Your Career to The Next Level

# 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 Children, Community and Social Services through the District School Board of Niagara and in 2020-2021 were offered in Welland, Niagara Falls and Grimsby.

The COVID-19 pandemic impacted our services in our ability to deliver them in person and in class which continued to be true as we went through a second lockdown. We continued to take the necessary measures to adapt and deliver services through online platforms. As we continued to learn and adjust our methods, we were able to fine tune processes and procedures in such a way that we found a good working rhythm.

This allowed us to remain in direct contact with our students through applications such as Zoom or CISCO WebEx. We continued to work through ESL Library to provide a gateway for our instructors to assign and mark work through these platforms and maintain clear records of student attendance and engagement. We set up and worked through Google Classrooms which allowed for more flexibility for our instructors and students.

We also used other online tools and methods, such as email communication, scanned and emailed documents and classwork, YouTube for resources such as videos with listening and reading exercises, etc.

We wrapped up our ESL year with success. We traversed the world of online teaching/learning and found our stride, our instructors along with our students became more and more comfortable with the tools we have at our disposal and our attendance remained strong through to the end of the year.

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.



# EMERGENCY SHELTER

We promoted and taught self-reliance and improving housing stability by conducting our Rent-Ready workshops. These workshops were instrumental in preparing our clients on how to learn to budget, learn about renting costs, rights and responsibilities as a tenant or homeowner, etc.

We encouraged clients to do city tours; connecting our clients to housing specialists/properties for rent to help them find suitable and permanent 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.

The success of the NPI program fell directly upon the hard work of both our coordinator and our clients. Through the use of our available resources and community connections, we were able to help our clients grow into self-sufficiency and independence. Throughout the year we responded to emergency situations and provided temporary housing for those clients. We provided them with the right tools and information to get them back to a place of success and comfort.

Regardless of their specific situation we provided them with the resources necessary for them to learn their rights and responsibilities as well as the connections available to them within our community so that they may become independent and successful in their journey.

We were able to secure housing for 13 Families and 42 Individuals, overall we serviced 130 clients. We have learned through follows ups and remaining in touch with our clients that all of them have remained housed.

Through the Ontario Trillium Foundation we received funding to completely renovate our shelter kitchens. Our old kitchens were outdated and were beginning to lose functionality. Thanks to the funding, we were able to not only make our kitchens a more comfortable and useful space, but we also were able to maintain a standard of living for our clients that is representative of the times we live in.

**Settlement**

**#FAQFriday**

Q: How do I prepare for winter in Welland?

If this is your first winter with snow, you might be in for a surprise! Welland winters can get as low as -20 C or even colder with the wind. Roads will also get very slippery. Drive slow, use winter tires, and make sure you have lots of winter windshield wiper fluid. Make sure you and your family have warm coats, hats, gloves, and boots. If you need help getting ready for winter or finding warm clothes, contact us today!



# COVID-19 SUPPORT FUNDING

**Ontario Trillium Foundation Resilient Communities Fund:** With these funds we were able to provide technology supports to clients through the procuring and disbursing of laptops to continue studying English with our English as a Second Language Classes (ESL) online and adapt to our new required way of teaching and learning, as well as contribute towards the replacing of our fire safety panel located in our emergency shelter. We were able to provide a Project Coordinator to work 7 hours per week to provide the clients with the training they needed to use their laptops safely and effectively to access the new learning system and acquire online skills to prepare for their future careers at the same time. Moving our ESL classes online enabled us to meet health and safety requirements while being able to continue to meet our service delivery requirements.

## **Emergency Community Support Fund**

*Niagara Community Foundation - Shelter Building Safety and Learning Access:* This project provided newcomers to Canada living in our emergency shelter with internet access and a laptop to continue their education; and safety items that needed to be addressed which included our fire safety panel, new beds, and ventilation system cleaning, since we could not fundraise for the emergency shelter with COVID-19.

*United Way - Emergency Shelter Needs and Office Preventive and Corrective Maintenance:* Thanks to this funding we were able to provide staffing support for the settlement worker conducting outreach support to newcomer and refugee individuals and families and an intercom to reduce contact due to COVID-19. Newcomers to Canada can lack community connection and information, so our settlement worker provided health, school, and housing information during COVID-19. The installation of an intercom system at our front office door provided an extra level of safety to our staff. While closed to the public, clients still arrived at our door and we also received daily deliveries. The intercom allowed us to assist clients without in-person contact and ask screening questions to delivery personnel before interacting face to face.

**health #FAQFriday**

Q: Where can I find accurate, up-to-date information about COVID-19 in the Niagara Region?

The Niagara Region has a web-page dedicated to COVID-19 statistics, updates, and vaccine information. It can be found at the link in the description!

**COVID-19 Vaccine Info for Newcomers**

- In Canada you WILL NOT need to pay for the COVID-19 Vaccine.
- Vaccines will be given out by the federal/provincial governments in order of risk-related priority.
- If you receive a call, text, email, etc., requesting that you pay to receive the vaccine or pay to be put on a priority list, this is a SCAM. Do NOT provide your credit card information or any other form of payment.
- Only trust information from official sources including Public Health, WHO, and the Federal and Provincial government websites.

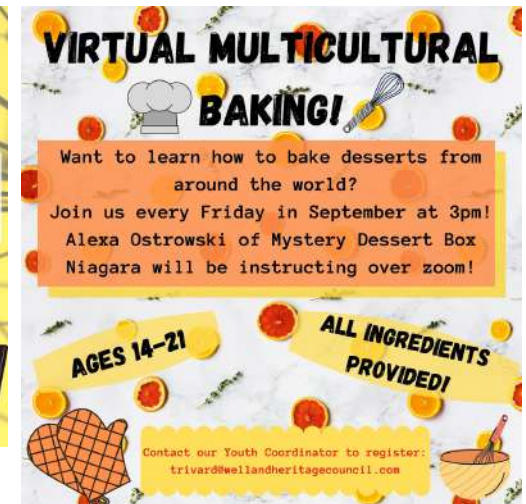
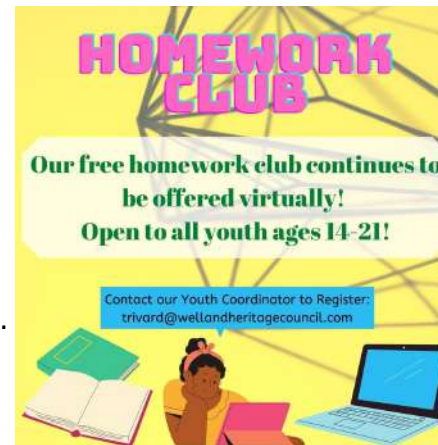
# NIAGARA YOUTH INTEGRATION PROGRAM

The Niagara Youth Integration Program began in September 2019 and offered a safe and inclusive space for newcomer and Canadian born youth to socialize and learn from each other. The goal of our youth programming was to diminish racism by allowing youth to co-exist and learn tolerance within the same space.

The program was made up of three components:

The Multicultural Youth Group - Youth of all backgrounds were brought together to learn something new or to enjoy a fun activity. In particular our youth enjoyed learning to cook new recipes and getting creative in therapeutic art classes. Our Multicultural Youth Group served a total of 20 unique youth.

The Multicultural Youth Council - Youth came together to discuss the positive impacts they could make on their community in Welland. Whether through brain-storming ways to overcome barriers or volunteering at an event, our youth council allowed youth to learn the importance of responsibility to their community. In December 2019, our youth council members volunteered to host “Holidays Around the World” during the City of Welland’s Christmas Lights Tour. The youth served sweets from three different cultural backgrounds to bring awareness to diversity in Welland. Our Multicultural Youth Council was made up of 5 youth.



Homework Club - Our weekly Homework Club brought youth extra help outside of the classroom. We hired two tutors, one for math/science and one for English, through the company Tutor Doctor. Our homework club served 9 unique youth.

During COVID-19 activities continued online including art projects, cooking workshops, and homework help through innovative ideas such as dropping by our office to pick up a bag of needed ingredients/supplies to take home for the later online session.

Through the various components of The Niagara Youth Integration Program youth were able to learn about the diversity within the population of Welland. By taking part in the activities youth were able to feel like an appreciated member of the local community and form friendships which assists in a successful settlement.

## CANADA SUMMER JOBS

The Canada Summer Jobs program is sponsored through Service Canada and enabled us to hire two students in the summer of 2020 to assist the work of the Welland Heritage Council and Multicultural Centre. Our students worked the same safe hybrid model as staff: some days working from home and some days in the office with reduced numbers of staff present.

The Newcomer Youth Program Advisor was hired to provide online activities for the children of parents studying in our English Class in July if needed, as well as support our Youth Program Coordinator with delivering online activities.

Support was provided to clients calling our 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 Housing Coordinator Assistant was a redefined position after the cancelation of our events due to COVID-19. She supported our Housing Coordinator by researching housing contacts in our community for housing opportunities for our clients, and created a resource binder of community support services such as furniture banks, food banks, and mental health supports.

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

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 in the best of times is not easy. The worldwide pandemic has created a totally different challenge for our clients to find work. Our team was able to modify our services remotely to carry on service to our clients. We transferred all of our workshops to virtual facilitation and uploaded them on our website for easy access. We increased our social media presence. Additionally, we developed a client portal on our website for our clients to access job search resources, templates, and videos to help them achieve their employment goals.

Employment Solutions' physical office spaces were able to support services such as printing resumes, providing resources, urgent computer usage, and aiding clients in need of community supports during the entire pandemic. We knew that there were many job seekers and employers still looking for work or looking to hire during these challenging times. Our team, with the guidance of our board and Employment Ontario, was able to continue service with minimal interruption for Niagara.

**VIRTUAL JOB FAIR**

OCTOBER · 22 · 2020  
10AM-11:30AM

**ACCENTURE**

**INFO SESSION**

HOSTED BY EMPLOYMENT SOLUTIONS.  
LET US HELP YOU GET BACK TO WORK.

Do you want to know what Accenture does and why it's an amazing place to work? Find out how to submit a successful application to launch your career with us.

Work from home to start and then progress into the 80 King Street office building. This new space is equipped with state-of-the-art technology, bright open spaces including stadium seating to collaborate with colleagues and clients, a yoga studio, an employee lounge and free parking for all employees.

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## EMPLOYMENT SOLUTIONS CONTINUED

Employment Solutions helps Niagara's employers with creating job postings, applicant screening, setting up interviews, conducting job fairs, and the hiring process. During this time, we were able to provide virtual interviews and virtual job fairs to get people hired safely. We are looking forward to hosting our first in-person job fair since the pandemic began in fall of 2021 with our partners at the Seaway Mall. We have also delivered our Training Support Incentive Agreements which help fund the training and hiring of new staff. This past year, we have been especially focused on providing smaller businesses these training supports to assist in their recovery. Now, more than ever, the free services Employment Solutions provides to employers in Niagara are paramount.

Employment Solutions also administers the Canada Ontario Job Grant; funding provided by the Province of Ontario and the Government of Canada. The Canada Ontario Job Grant provides employers in Niagara the funding required to train new and current staff with new skills and certifications. The training programs often lead to promotions and pay increases for the participants and help 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.

This year, we also welcomed our new service manager FedCap to Employment Ontario. The FedCap organization has introduced and provided EO staff with new systems, resources, and processes to better serve our clients. We appreciate the support of the FedCap Team during this ongoing transition of service. We look forward to providing exceptional service to clients who truly need our support, and the resources to help them find employment.

Employment Solutions: where Great People Connect with Great Employers.





# 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 was not able to hold these events in 2020, some of which raise funds to support our agency and the needs of the Emergency Shelter and its occupants, and some that bring our community together in celebration of the cultures represented in our community. We look forward to the safe return of these events, please stay tuned to our website in 2022!

**Ladies Night Out FUNraiser – May:** Includes vendors, dinner, silent auction, raffles, and door prizes at The Croatian National Home. Ladies gather for an elegant and fun night out with family and friends for a great cause!

**Dragon Boat Festival – June:** The Welland Dragon Boat Festival takes place at the world class Welland International Flatwater Centre. Teams sign up to participate in a day of races culminating in the awards ceremony. Food vendors as well as other vendors sell products and services. Volunteers are appreciated! 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.

**World Ball - June:** The World Ball is held at a cultural hall and features a parade of flags carried by youth representatives of each cultural group and a full-course meal, followed by a DJ and dancing. It's a great celebration of the cultures in our community!

**Welland Multicultural Festival - June:** Mostly recently partnering with the Rose Festival Days in the Park, the Welland Multicultural Festival provides an afternoon of cultural entertainment at Merritt Park along with cultural food, also partnering with the Welland Museum to provide activities including Indigenous cultural demonstrations. We participate in the CEED of Hope parade together with diverse cultural groups.



# INTERNATIONAL WOMEN'S DAY

We were grateful to be able to celebrate our 17th Annual International Women's Day event online for the first time due to COVID-19 restrictions on March 8. Every year the newcomer men and women who attend 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 event began with an explanation of the origin of International Women's Day, followed by the introduction of this year's winner. Our International Woman of the Year for 2021, Jesula Charles, came to Canada originally from Haiti with her two very young children age 4 months and 16 months. They had to endure the separation from her husband and their father until getting through the immigration process to stay in Canada so he could then be sponsored to join them. They started out in our emergency shelter, and in a few short weeks had found a place to live. She studied English with our ESL classes, was matched with a Canadian through our Host Program at the time, and found a church to attend, helping to make connections in the community. She also found time to take computer training to enhance her skills.

When her children grew a little older she was able to take the Personal Support Worker training. Her husband was able to join the family in August of 2010, and she became employed in 2011. Her Canadian Citizenship application was underway in 2012 and they celebrated the birth of a son. By 2015 they were able to purchase a home and rent out a portion to tenants, a significant accomplishment and wise investment. In 2018 they sold that home and purchased another home they now enjoy together as a family without tenants. She has continued to work as a personal support worker throughout the pandemic, working shifts that have her sleeping during the day while her children are in school. She is an amazingly hard worker who never gives up to fulfill her dreams and a better life for herself and her family. The trophy inscribed with all our winners' names remains at our centre throughout the year.

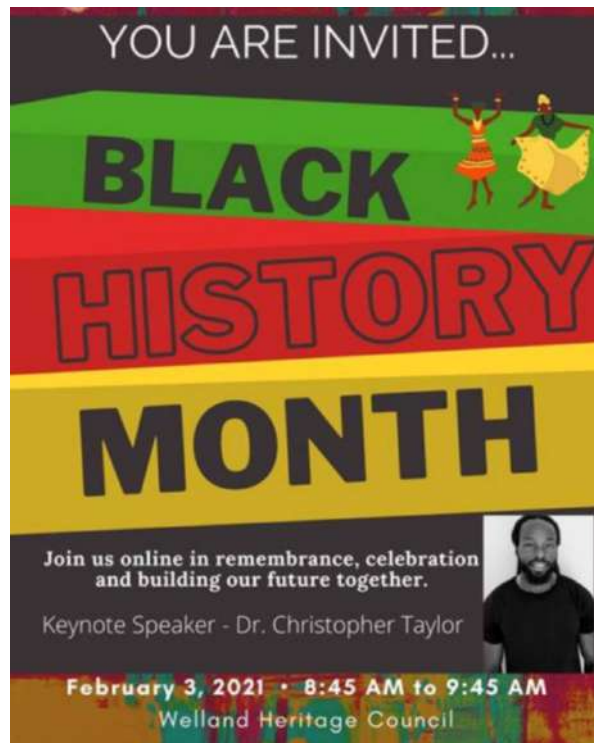
After the trophy presentation our Executive Director and previous IWD winner gave an inspirational reading to close our time of celebration together.



# BLACK HISTORY MONTH

Our Black History Event needed to take place online this year but was no less powerful. Held the morning of February 3, the hour-long event featured a challenging and insightful message from our keynote speaker Dr. Christopher Taylor, as well as thought-provoking spoken word performances by Kimberly Madume and FILL IN HERE

All funds raised from this event are used for scholarships for the post-secondary education of youth in Welland. One of our previous year's recipients shared at the event the impact receiving the scholarship had on her university studies and preparations for the future. We were grateful to receive a record number of scholarship donations from...that resulted in the awarding of post secondary scholarships to \_ youth in Niagara.



# HIGHLIGHTS

## 2020 - 2021 REFLECTIONS

We were grateful to be able to continue providing all our programs to clients during COVID-19 while shifting to online and telephone services to keep everyone safe, as well as to receive emergency funding to assist with these sudden needed transitions



## 2021-2022 LOOKING FORWARD

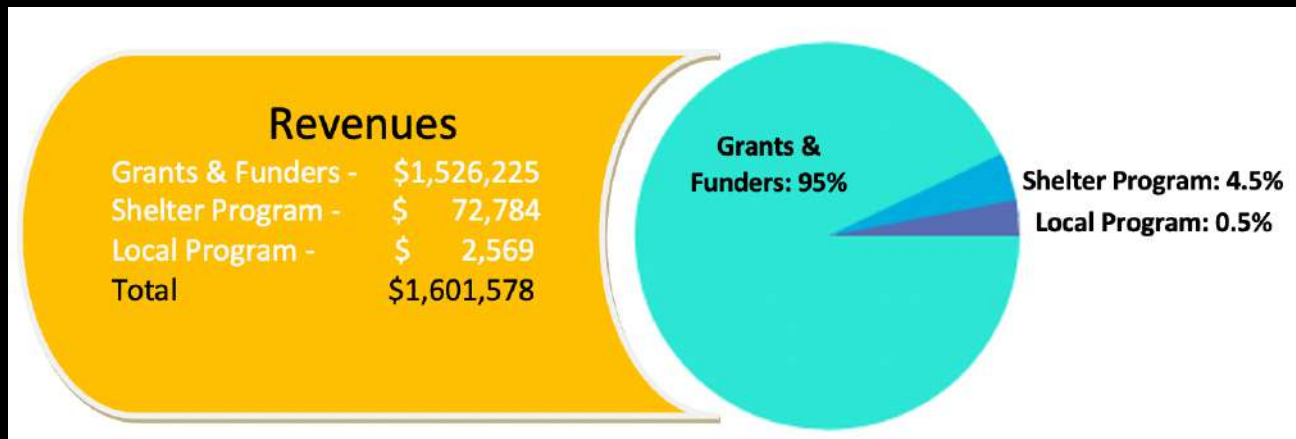
We are all experiencing a different plan than expected, but together we continue to provide all our programs to clients to support their future – together.



# FINANCIALS

THE WHCMC SUMMARY OF FINANCIAL POSITION AT THE END OF FISCAL YEAR 2020-2021 IS AS FOLLOWS

**TOTAL ASSETS: \$617,708**



**THANK YOU**



# TO OUR FUNDING PARTNERS

Government of Canada  
District School Board of Niagara  
Ministry of Training, Colleges and Universities  
Service Canada  
Canadian Heritage  
Ontario Trillium Foundation  
Niagara Region - Niagara Prosperity Initiative  
United Way  
Niagara Community Foundation  
Meridian Credit Union



# **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/Ann Simunic

**Vice President:** Ann Simunic

**Treasurer:** Margita Galat

**Secretary:** April Jeffs

## **Directors**

Debi Anderson

Paula Esposito

Michael Charles

Klara Szabo

Michelle Allenberg

Christine Clarke Davis

# 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:** Tanya Bouchard, Melissa Kirkpatrick

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

**ESL Coordinator:** George Mora

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

**Housing Coordinator:** Mariann Zorgel, George Mora

**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, Nicole Nave

**Employment Solutions Program Manager:** Kelly Jones

**Program Supervisor:** Ina Dziarkach

**Employment Advisors:** Ina Dziarkach, Lindsay Burns, Catherine MacKay, Emelia Keay, Abdullah Rophael

**Job Developers:** Maja Dobric, Fiona Hodgetts, Lindsay O'Neal, Andrea Wick, Emelia Keay

**Administrative Coordinator:** Pratusha Caleb, Licia Sabatini-Burrows, Rodriques

## **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 SPONSORS AND 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

26 East Main Street Welland, Ontario L3B 3W3

T: 905-732-5337 | F: 905-732-0212

E: [info@wellandheritagecouncil.com](mailto:info@wellandheritagecouncil.com)



@welland.heritagecouncil  
@employmentsolutionswelland



@WHC\_welland  
@emplsolution



@wellandheritagecouncil  
@employmentsolutionsniagara