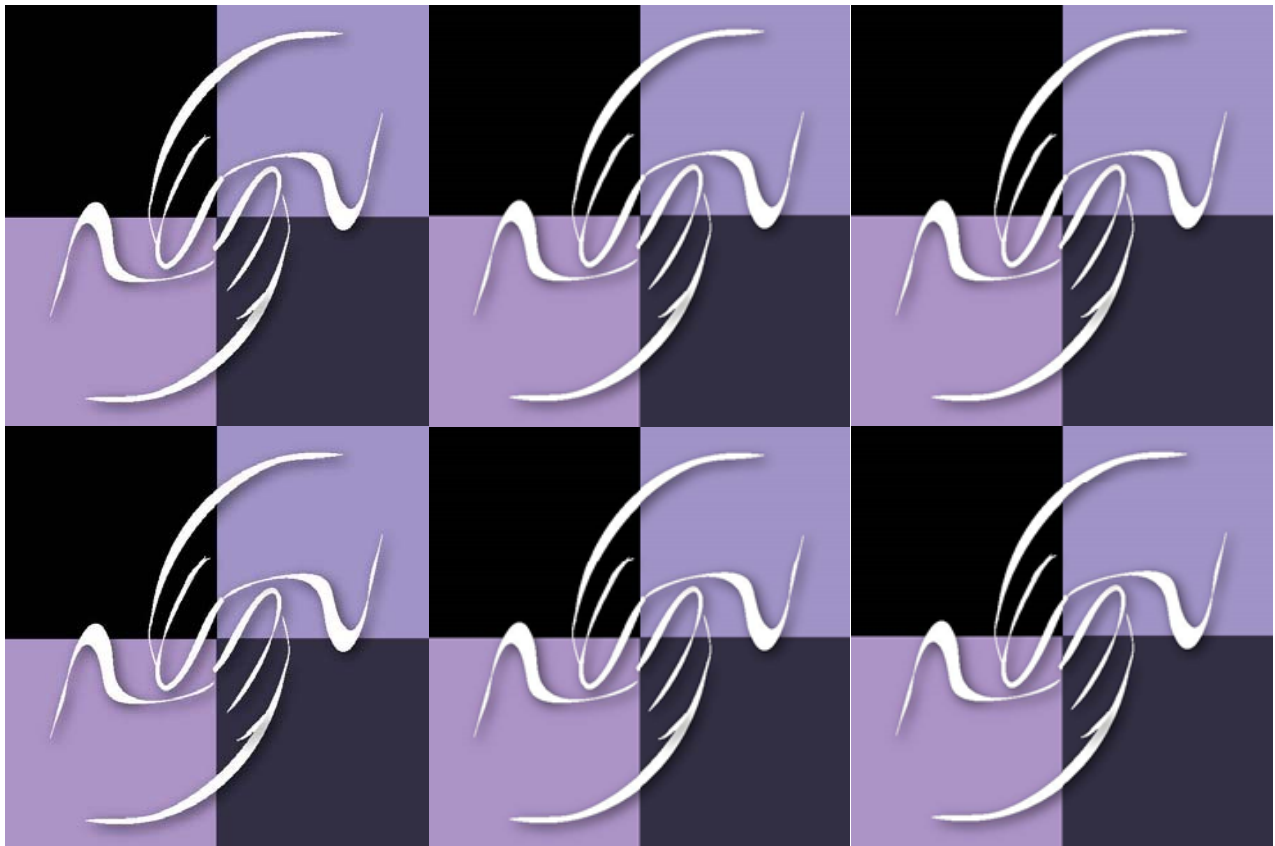




**Fort Erie Multicultural Centre  
Annual Report**

**April 1, 2016 to March 31, 2017**



## **Vision**

***Building Community by Bridging Cultures***

## **Mission**

As a gateway organization at one of Canada's largest entry points, the Fort Erie Multicultural Centre provides a continuum of services to support newcomers from the point of their first steps in Canada until their long-term integration into local communities. *Adopted January 2007*

## **Diversity**

At the Fort Erie Multicultural Centre, our commitment to diversity<sup>1</sup> is our promise to each other and the community and the people we serve. We strive to reach out to and welcome every individual, every staff person and every volunteer so that we may support, strengthen, benefit from, and contribute to the richness and complexity that is Canada. The Fort Erie Multicultural Centre is committed to being an inclusive movement in which differences are valued and respected in all aspects of program delivery and organizational practices. By continually demonstrating our commitment to these principles, we enrich ourselves and the lives of those we are dedicated to serving, *Adopted February 2007*

## **Values**

- We respect the world's diverse cultures and ethnic peoples
- We value the gifts and abilities of the world community
- We celebrate our community's cultural heritage and history
- We promote inclusion and diversity
- We support and encourage all efforts toward equality, fairness, social and economic justice
- We advocate for the rights, safety, and respect of newcomers
- We recognize the importance of building relationships that demonstrate positive and cooperative interaction between all people, community groups, and organizations
- We promote the feeling of belonging through the building of caring, cooperative, inclusive, and trusting relationships
- We value the essential contributions of volunteers and staff
- We demonstrate leadership and compassion in our thinking and actions
- We think broadly, creatively, and long term
- We demonstrate best practice and ethical standards in our service delivery

*Adopted January 2007*

---

<sup>1</sup> Diversity refers to the vast array of social, physical, and cultural differences among us that shape how we think and behave

## **Report of the President**

Dear Members of Fort Erie Multicultural Centre:

Change. That's the first word that comes to mind as I reflect on the year. Apparently, Seth Godin was thinking the same thing when he wrote his blog post the same day I wrote this, "Change is a word for a journey with stress. You get the journey and you get the stress. At the end, you're a different person. But both elements are part of the deal." We have embraced change because the work that's being done is important. Our 25 year celebration was an accomplishment, the lives that have been changed, the reward.

While we acknowledge the challenges, we have so much to be thankful for as an organization; the support we receive from our community, the dedication from our staff and volunteers, the passion from Martha, our Executive Director, the guidance from our board. Everyone goes above and beyond, year after year. We look forward to hosting the upcoming Canadian Council of Refugees Consultation this fall and renew our commitment to serving our clients and community. The fellowship of others embarking on similar journeys will serve as fuel for yet another year. I look forward to another year of important work, with a full tank of commitment and resolve.

Respectfully submitted  
October 10, 2017

A handwritten signature in black ink, appearing to read 'Monica', followed by a period.

Monica Witvoet, Board President

## Finance Report \*

### Fort Erie Multicultural Centre Comparative Balance Sheet

For the Years Ended March 31, 2017, March 31, 2016, and March 31, 2015

	Assets	2017	2016	2015
Cash in Bank		156,662	118,981	84,248
Restricted Funds		21,732	13,991	37,439
Accounts Receivable		66,078	78,330	100,539
Prepaid Expenses		7,222	7,182	8,778
Fixed Assets		16,870	12,762	15,532
		<b>\$268,564</b>	<b>\$231,246</b>	<b>\$246,536</b>
Liabilities & Equity				
Accounts Payable		63,872	34,986	35,531
Deferred Income		14,675	7,583	1,296
Invested in Fixed Assets		16,870	12,762	15,532
Assets (restricted)		26,569	20,607	37,439
Assets (unrestricted)		146,578	155,308	156,738
Net Assets Total		<b>\$268,564</b>	<b>\$231,246</b>	<b>\$246,536</b>

### Fort Erie Multicultural Centre Comparative Operations Statement

For the Years Ended March 31, 2017, March 31, 2016, and March 31, 2015

	Revenue	2017	2016	2015
Federal Government		497,324	481,695	492,143
Provincial & Regional Gov't		132,517	130,208	127,369
Bingo Income		40,842	32,286	29,001
Grants & Other Income		74,235	35,405	61,686
United Way		10,382	7,244	6,899
Total Revenue		<b>\$755,300</b>	<b>\$686,838</b>	<b>\$717,098</b>
Expenses				
Administration		60,978	58,897	75,557
Border Services		112,614	97,292	100,652
Community & Settlement		366,274	328,304	337,493
Language Training (LINC)		206,524	188,265	199,811
Total Expenses		<b>\$746,390</b>	<b>\$672,758</b>	<b>\$713,513</b>
Surplus / Deficit		8,910	14,080	3,585
Add: Depreciation for the Year		4,856	5,346	6,589
Net Expenses		<b>\$751,246</b>	<b>\$678,104</b>	<b>\$720,102</b>
Subtract: Loss on asset disposal		<b>-2,714</b>		
Net Surplus / Deficit		<b>\$1,340</b>	<b>\$8,734</b>	<b>-\$3,004</b>
Net Assets Start of Year		\$188,677	\$179,943	\$182,947
Net Assets End of Year		\$190,017	\$188,677	\$179,943

\* This is a summary only. A full set of audited financial statements is available

## **FEMC Directors, Staff & Acknowledgements 2016-17 (1)**

### **Directors** (who served during the year)

Ms. Berni Candeloro  
Dr. Ronald Gray  
Ms. Luisa Hernandez  
Dn. Roderick McDowell  
Ms. Jackie Poulin  
Mr. Tim Seburn  
Mr. Percy Turner  
Ms. Cynthia Warkentin  
Ms. Monica Witvoet  
Mr. Leigh Whyte  
Mr. Jonathan Wright

Ms. Martha Mason (Executive Director)  
Ms. Rosemary Legge (Program Director)

### **Advisory Committee**

Mr. Dean Demizio  
Ms. Jennifer Hay  
Ms. Lynn Hannigan  
Ms. Carolyn Kett  
Rev. John Long  
Dr. Hilda Makken  
Rod McDowell (Chair)  
Mr. Roy McGregor  
Rev. Leslie McSpadden  
Ms. Ruby Smith  
Mr. Wayne Redekop

### **Staff**

Debra Bailey, Community Projects  
Sondra Barrett, Outreach Services  
Danielle Brisbois, Language Instructor  
Jodi Croteau, Language Instructor  
Andrew Doherty, Settlement Worker  
Allison MacDougall, Language Instructor & Coordinator  
Roy McGregor, Admin & Program Support  
Kenni Menendez, Reception & Customer Service  
Rebecca Plugers-Loewen, Program Statistics  
Leonas Rackauskas, Port of Entry Services  
Ariana Rackauskiene, Settlement Worker  
Dawn Raymond, Community Projects  
Kamelia Sadeghi, Settlement Worker  
Stephanie Sferrazza, Community Projects  
Andrea Wick, Housing Coach

## **FEMC Directors, Staff & Acknowledgements 2016-17 (2)**

### **Acknowledgements**

Absolute Fitness (Jarvis Street)  
Bridges Community Health Centre  
Brock University  
Buffalo Fort Erie Public Bridge Authority  
Canada Border Service Agency  
Community Volunteer Income Tax Program  
Canadian Tire Jump Start Community Development  
Casa El Norte Shelter  
Centre de Sante Communautaire Hamilton / Niagara  
Chez Marie Refugee Assistance Centre  
District School Board of Niagara  
Immigration, Refugees and Citizenship Canada  
Fort Erie Adult Literacy Council  
Fort Erie Chamber of Commerce  
Fort Erie Festivals  
Fort Erie Heritage Arts Legacy  
Fort Erie Optimist Club / Fort Erie Omettes  
Fort Erie Public Library  
Fort Erie Secondary School  
Fort Erie Sells.com Team  
Fort Erie Times  
Links for Greener Learning  
Matthew House Refugee Ministry  
Ministry of Citizenship, Immigration (Ontario)  
Niagara Catholic District School Board  
Niagara College of Applied Arts & Technology  
Niagara Community Foundation  
Niagara Folk Arts Multicultural Centre  
Niagara Local Immigration Partnership  
Niagara Nutrition Partners  
Niagara Prosperity Initiatives  
Niagara Region Community Services  
Niagara University  
Peace Bridge Public School  
Riverside Community Church  
Royal Bank After-School Projects  
Sobey's (Fort Erie)  
Town of Fort Erie Community Gaming  
United Nations High Commissioner for Refugees  
United Way of Niagara Falls and Greater Fort Erie  
Vive Inc. /Jericho Road Community Health Centre  
Welland Heritage Council & Multicultural Centre:  
Y of Niagara, Newcomer Services  
Y of Niagara, Settlement Worker in Schools (SWIS)  
Y of Niagara, Youth Gambling Awareness

## Comparative Service Delivery Report for Fiscal Years 2017, 2016, 2015

Immigrant Status	2016-17	2015-16	2014-15
Permanent Residents *			
Family Class	11	11	7
Economic Class		3	2
Convention Refugees	175	243	208
<i>Sub-Total</i>	<b>186</b>	<b>257</b>	<b>217</b>
Refugee Claimants	2,228	2,489	2,032
Canadian Citizens	62	75	29
Other	54	61	39
<b>Total</b>	<b>2,530</b>	<b>2,882</b>	<b>2,317</b>

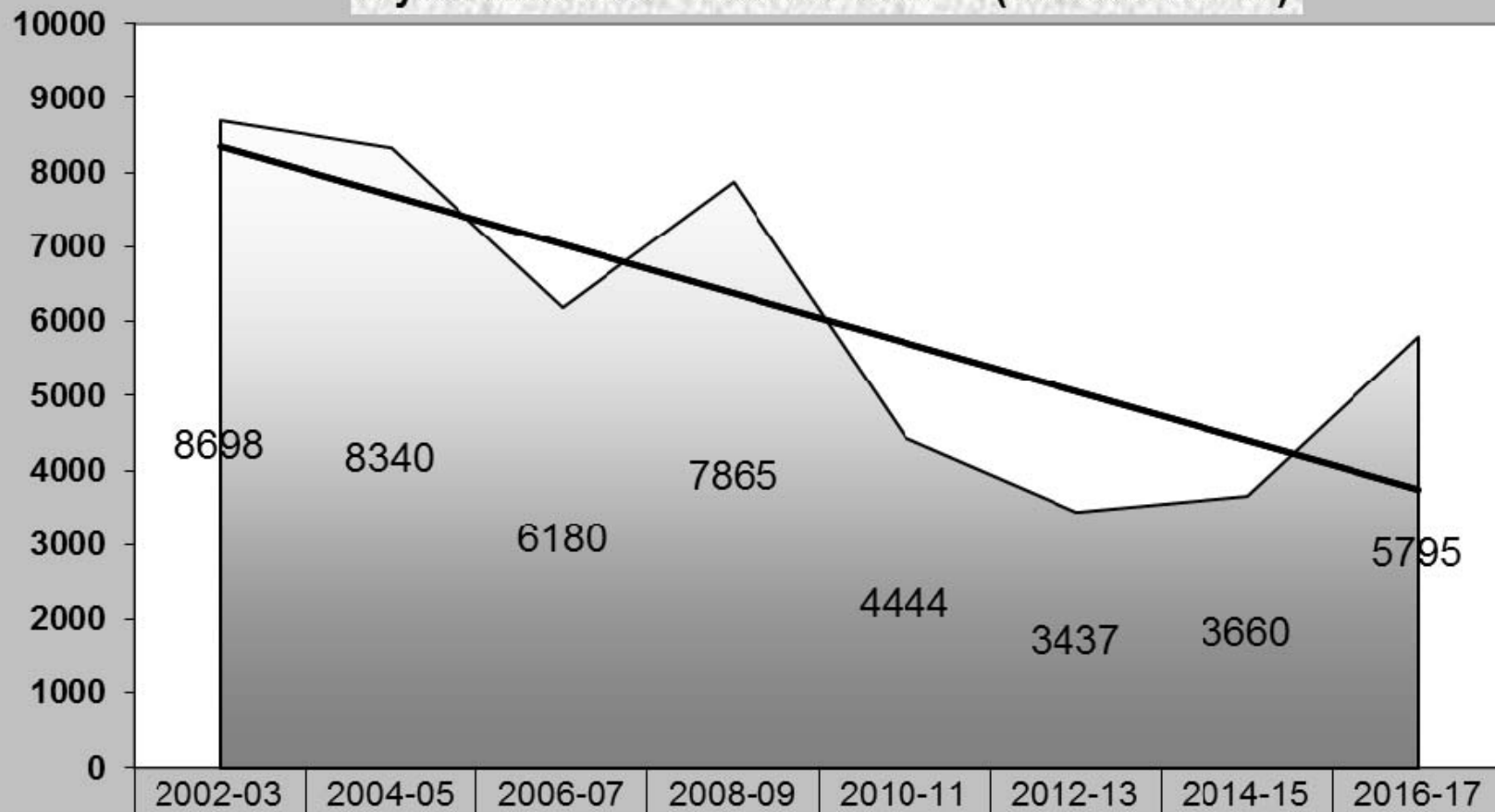
Length of Time in Canada	2016-17	2015-16	2014-15
Less than 1 year	1,930	2,201	1,910
1 to 3 years	389	310	153
4 to 5 years	121	132	102
Over 5 years	90	149	152
<b>Total</b>	<b>2,530</b>	<b>2,882</b>	<b>2,317</b>

Service Units	2016-17	2015-16	2014-15
Connections, Employment	560	537	1,313
Information, Referral	1,929	2,057	2,420
Support Services	1,633	1,629	1,545
<b>Total</b>	<b>4,122</b>	<b>4,223</b>	<b>5,278</b>

Country of Origin	2016-17	2015-16	2014-15
<b>Top Ten</b> countries from where FEMC service participants originated	Haiti	Pakistan	Haiti
	El Salvador	Columbia	El Salvador
	Colombia	Afghanistan	Columbia
	Eritrea	Syria	Afghanistan
	Afghanistan	Haiti	D.R. Congo
	Honduras	Iraq	Honduras
	Syria	El Salvador	Zimbabwe
	Iraq	D.R. Congo	Burundi
	Burundi	Burundi	Rwanda
	Zimbabwe	Rwanda	Guatemala

First Language	2016-17	2015-16	2014-15
<b>Top Ten</b> first / native languages of FEMC service participants	Spanish	Spanish	Spanish
	Arabic	Creole	French
	Creole	French	Arabic
	Urdu	Arabic	Urdu
	French	Dari	Dari
	Tigrinya	Tigrinya	Farsi
	Farsi	Farsi	Amharic
	Turkish	Urdu	Kurdish
	Amharic	Kirwanda	Kirwanda
	Dari	Shona	Tamil

# **Refugee Claimant Arrivals in Fort Erie** **2 year intervals ~ 2002 to 2017 \*\* (f/c Oct-Dec-17)**



Series1	8698	8340	6180	7865	4444	3437	3660	5795
---------	------	------	------	------	------	------	------	------



## We gratefully acknowledge our funders and key service partners:

Bridges Community Health Centre  
Canadian Tire Jumpstart  
Fort Erie Bingo / Golden Nugget  
Ministry of Citizenship & Immigration  
Niagara Prosperity Initiative  
Peace Bridge Authority  
RBC After-School Projects  
The Region of Niagara

Canada Border Services Agency  
Excellence in Literacy Foundation  
Fort Erie Literacy Council  
Niagara Catholic School Board  
Niagara Nutrition Partners  
Public Works Canada  
Salvation Army (Fort Erie)  
YMCA Niagara

Immigration, Refugees & Citizenship Canada  
United Way Niagara Falls & Fort Erie



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



Public Works and  
Government Services  
Canada

Travaux publics et  
Services gouvernementaux  
Canada



**Bridges**

Community Health Centre  
Fort Erie and Port Colborne/Wainfleet



Funded in part by Niagara Region through the Niagara Prosperity Initiative

