



# TeaMWork Project ●●●

## *At A Glance*

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Funded in part by  
the Government  
of Canada

**Canada**

TeaMWork  
Project ●●●

**workforce**  
WindsorEssex

**wli** partenariat local d'immigration  
windsor essex  
local immigration partnership



CONAGRA  
BRANDS  
DRESDEN

# 01 THE TEAMWORK PROJECT

is funded by Employment & Social Development Canada under the Migrant Worker Support Program.

The purpose of the project is to provide migrant workers with information about their rights and responsibilities while living and working in Canada; specifically, the project aims to:

- increase migrant workers' awareness and understanding of their rights and responsibilities through educational activities and/or educational material
- empower migrant workers to exercise their rights by providing or assisting in accessing services available to them
- foster inclusion and welcoming of migrant workers through social, cultural, and/or recreational events
- support migrant workers during emergency situations
- foster new partnerships or leverage existing partnerships/networks to support migrant workers
- develop and implement coordinated approaches among community organizations, and/or build their capacity and knowledge to provide resources and services to migrant workers.

The TeaMWork Project is guided and informed by a Steering Committee made up of representatives from:

- industry
- local and regional government
- chambers of commerce
- Ontario Health
- post-secondary institutions
- local immigration partnerships

The TeaMWork Project has re-distributed funding to 11 sub-agreement holder projects in Windsor-Essex, Chatham-Kent and Sarnia-Lambton areas, providing supports such as: legal services, mental health support, recreational activities, community and cultural activities, health and safety information, service navigation, language classes, health care, case management, emergency supports. Partners often collaborate with each other to provide support and bring events to the region.

## Eligibility for Services Under the MWSP:

The TeaMWork Project supports migrant workers across the Windsor-Sarnia economic region, this includes Windsor-Essex, Chatham-Kent, and Sarnia-Lambton.

Per ESDC's guidelines, this project supports:

*“Temporary foreign workers’ or ‘migrant workers’ referring to foreign nationals who have, or had been, issued a work permit under the TFW Program, or have been issued an employer-specific work permit under the International Mobility Program.”*

The Project launched on **October 1, 2022** and is scheduled to continue until **March 31, 2024**.

Learn more about the details of the TeaMWork Project and the ESDC's Migrant Worker Support Program on our website, here:



# TEAMWORK PROJECT SUB-AGREEMENT HOLDERS

TeaMWork supports the work of the following organizations.



Adult Language and Learning  
Chatham-Kent

**Adult Language and Learning (ALL)** provides case management support, cultural competency and language training, information sessions, and emergency supports in Chatham-Kent.



Canadian Mental  
Health Association  
Windsor-Essex County

*Community well-being is our sole focus.*

**Canadian Mental Health Association Windsor-Essex County Branch (CMHA WECB)** provides mental health outreach across Windsor-Sarnia via greenhouse visits, group sessions, and workplace orientation, along with one-on-one supports.



Chatham-Kent  
Community Health Centres  
Centres de santé communautaire  
de Chatham-Kent

**Chatham-Kent Community Health Centres (CKCHC)** provides Migrant Workers in Chatham-Kent with primary health care, mental health and addiction support, and community outreach via flu clinic, health fairs, information sessions, and health promotion.



**Collège Boréal (CB)** provides Train-the-Trainer sessions to peer leaders, virtual English language training, and outreach supports across the region.



familyservices  
WINDSOR-ESSEX  
COUNSELLING & ADVOCACY CENTRE

**Family Services Windsor Essex (FSWE)** provides emergency mental health counseling, supportive counseling sessions, including virtual, group, and visits to remote locations across the region.



Legal  
Assistance of  
Windsor

Lawyers & Social Workers

**Legal Assistance of Windsor (LAW)** provides legal and social work support, information sessions, worker-led mental and physical health activities, art and recreation, and emergency supports across the region.



**Migrant Worker Community Program (MWCP)** provides service navigation assistance, drop-in centres and daily supports, community events, cultural celebrations, information sessions, interpretation and translation, and field trips across the region.



North Lambton  
Community Health Centre

**North Lambton Community Health Centre (NLCHC)** provides primary health care, transportation support, farm engagement, information sessions, social inclusion, and recreational activities in Sarnia-Lambton.

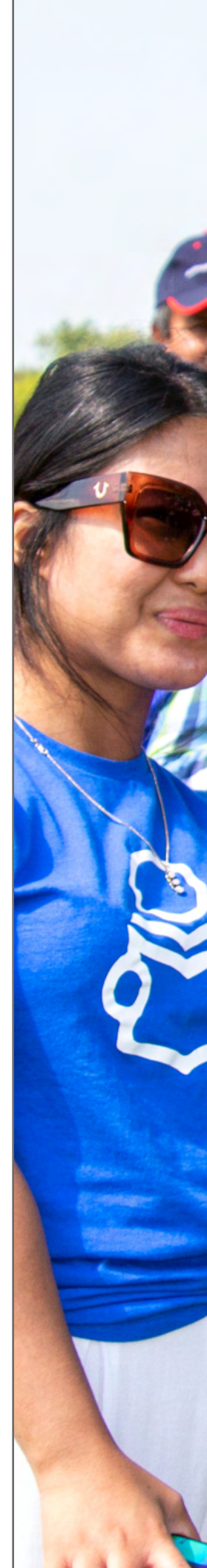
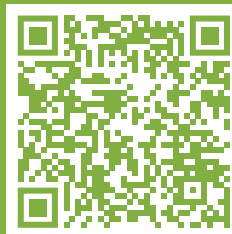


**Occupational Health Clinics for Ontario Workers Inc. (OHCOW)** provides occupational health and safety information, individual and group supports, information sessions, educational safety materials, and outreach to workers and employers across the region.



**South Essex Community Council (SECC)** provides case management and service navigation, drop-ins and daily supports, English language classes, transportation, community outreach, health navigation, and emergency supports in Windsor-Essex.

Find contact  
information for all  
TeaMWork Partners,  
and more details on  
our website, here:







Access for  
Health, Resources  
Work



ded under the  
Program (MWSP)  
of Migrant Workers  
ties.



TeaMWork Partners  
engaged with

**39,996**

Migrant Workers  
directly, over the course  
of 2023,



providing one-on-one  
support to

**4,851**

by helping navigate  
services and support  
available.



TeamWork Partners have organized and hosted

# 907

workshops, information sessions, and events.

**HERE TO HELP YOU**

**WORKPLACE OUTREACH**

- CERTIFIED TRAINING PROGRAMS
- ONSITE MENTAL HEALTH & ADDICTIONS SUPPORT
- SYSTEM NAVIGATION / SHORT TERM COUNSELLING
- PSYCHO-EDUCATIONAL GROUPS
- GROUP PRESENTATION / AWARENESS SESSIONS

519-925-1234 | cmha-wecb.on.ca

**QUESTIONNAIRE**

**WORKPLACE OUTREACH**

**ON THE FRONT LINES**

Canadian Health Association  
Windsor-Essex  
Community well-being is



TeaMWork Partners have collected

**2085**

multilingual survey responses  
from Migrant Workers, indicating  
that...

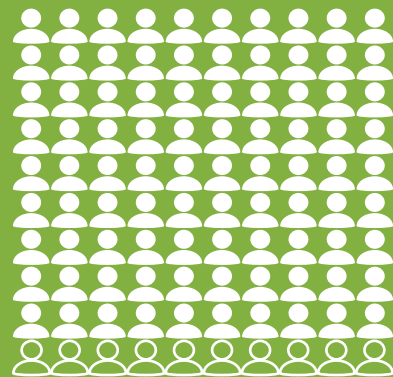






**93%**

reported an increased understanding of their rights and available supports, and



**90%**

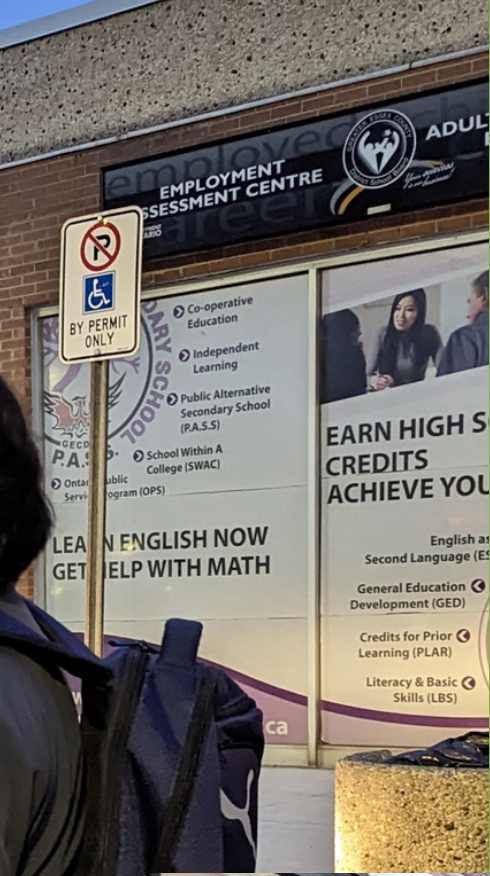
reported they are more likely to exercise their rights if a situation arises.



TeaMWork Partners have provided  
emergency support to

**257**

Migrant Workers. Emergencies  
include but are not limited to:  
mistreatment at work, food  
insecurity, emotional distress, loss  
of housing, etc.



TeaMWork Partners have provided transportation services to

**2084**

Migrant Workers.





# COMMUNITY PARTNERS

TeaMWork works closely with the following non-funded community partners.



**Active Care Response Team (ACRT)** promotes health and wellness locally and globally. The community outreach team supports migrant workers with essential knowledge, ESL studies, healthcare access, vaccine education, and mental health counseling.



**The Diocese of London Migrant Workers Ministry (DOL MWM)** offers spiritual support and collaborates with community partners to enhance assistance for Migrant Workers. With a Spanish-speaking priest, the ministry provides Spanish mass, transportation, personal assistance, and supports spiritual growth.



**C.A.R.E. for International Workers (Windsor-Essex Bilingual Legal Clinic)** assists Temporary Foreign Workers in understanding and asserting their legal rights while promoting health and wellness. Collaborating with 10 partners, C.A.R.E. offers non-profit legal services to low-income individuals in Windsor and Essex County.



**Unity Hopeful** supports Caribbean Migrant Workers in Windsor-Essex. They provide information on Canadian Culture, organize cultural events and celebrations, and offer food and basic needs supports.



**The Consulate of Mexico in Leamington** offers comprehensive assistance to Mexican nationals in Canada, including Migrant Workers under the Seasonal Agricultural Worker Program. Services include consular protection, immigration aid, human rights support, educational and health guidance, and assistance with legal and family matters.

Windsor Essex Community Health Centre  
Centre de santé communautaire de Windsor Essex

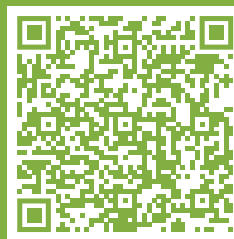


**Windsor-Essex Community Health Centre (WeCHC)** aims to support the people of Windsor and Essex County by offering equitable, safe, quality care that is client-centered and close to home. WeCHC hosts a walk-in clinic every Sunday to serve the Migrant Worker population in Leamington and surrounding areas.

Visit our website to learn more about all TeaMWork and Community Partners. View our Service Map and Matrix, for contact information and more details:



Windsor-Essex  
Service Matrix



Chatham-Kent  
Service Matrix



Sarnia-Lambton  
Service Matrix

# IMPACT

A collection of metrics demonstrating the impact of the Migrant Worker Support Program.

TeamWork Partners have engaged with:



**39,996**

Migrant Workers, through the facilitation and distribution of:



**257**

emergency supports provided to Migrant Workers, including (but not limited to): mistreatment at work, food insecurity, emotional distress, loss of housing, etc.



**907**

workshops, information sessions, and events,



**16,000+**

government publications focused on employment standards and TFW rights.



**4,851**

one-on-one engagements, helping navigate services and support available,



**20,300+**

packets of educational materials (including TeamWork regional service maps), helping to introduce Migrant Workers to their rights and responsibilities while in Canada, and educate them on supports available.



**2084**

transportation services provided to Migrant Workers, helping attend important appointments and events off-farm in the community.



**10,245**

minutes of over-the-phone translation services were accrued by TeamWork sub-agreement holders, in their support of Migrant Workers.







# IMPACT

A collection of metrics demonstrating the impact of the Migrant Worker Support Program.

TeamWork Partners have also distributed:



**3,312**

disposable respirators that helped to lessen the spread of airborne illness in the workplace and at home.



**926**

high-visibility safety vests to help ensure Migrant Workers are safe on their travels to and from work each day.



**1,750+**

backpacks containing winter gloves, hats, socks, and a bicycle safety light, serving as essential protection against the cold Canadian winters.



**450+**

coats to make sure Migrant Workers can stay safe in the cold and access resources and support during the winter months.



**950**

notebooks to facilitate notetaking during information sessions, track work hours and other important information.



**330**

bottles of eye drops to help reduce eye strain and prevent development of pterygium.



**950**

pairs of safety gloves to help prevent skin irritation and promote safe pesticide handling.



**171**

bottles of hand sanitizer that helped reduce the spread of illness.

# IMPACT

A collection of metrics demonstrating the impact of the Migrant Worker Support Program.

TeaMWork Partners have collected:

**2085**

multilingual feedback survey responses from Migrant Workers, indicating that:



**93%**

surveyed reported feeling welcomed in their community.



**93%**

surveyed reported an increased understanding of their rights and resources, and



**90%**

reported that they are more likely to exercise their rights if an appropriate situation arises.

The TeaMWork Project regularly shares information and resources online through social media and our monthly digital newsletter.

The TeaMWork Project sends a monthly newsletter of project updates to subscribers, receiving on average, a:

**42%**

Open rate

**11.4%**

Clickthrough rate\*

\*Industry average = 40% Open Rate and 3.27% Clickthrough rate for non-profits:  
<https://mailchimp.com/resources/email-marketing-benchmarks/>.

The TeaMWork Project social media pages (Facebook, X, and Instagram) have gained an audience of more than

**600**

followers, garnering a cumulative reach of

**50,000+**

and more than

**3000**

interactions with our content (likes, comments, shares).





# COMMUNITY VOICE

Read some testimonials from TeaMWork participants.

"I would like to thank the **SECC** for creating this type of programs to help migrant workers. It is difficult to come to a foreign country where the language is totally different, so **I really appreciate the program because it helps us to integrate into the Canadian community in a successful way...** I am grateful that **SECC** provides free transportation from Kingsville farms to Leamington four days a week...The trips out of the classroom like one to Point Pelee and the trip to the Windsor Mall are excellent because most of the farm workers do not have their own vehicle to go to these places."

**Migrant Worker**  
*Leamington*

"...thanks to your resources that I received in a community event from you (**OHCOW**) I was able to know my rights and applied for Open Work Permit as I was a vulnerable worker. **Now I am so happy and I am working with a catering business, doing what I love** because back home I am a chef."

**Migrant Worker**  
*Leamington*

"This is a great support for us as migrant workers and **I would like these services to continue** with this effort, dedication, and solidarity as a great organization and team you have been so far. **They offered learning programs which help us to have a better connection in our labour environment and with the community when we are working in this country.** Thanks teachers, thanks **SECC**, thanks **Canada.**"

**Migrant Worker**  
*Leamington*

"A migrant worker initially struggled with severe homesickness, depression, and anxiety, torn between returning home and fulfilling financial responsibilities. Using Cognitive Behavioral Therapy and anxiety coping techniques, **he improved his mental well-being, expressed a desire to support his daughter's anxiety, and found a sense of purpose in the Canadian community.** This highlights the transformative impact of personalized mental health support on migrant workers and their contribution to their new communities."

**TeaMWork Partner**  
*Leamington*

"I am a 45-year-old Thai individual who has been on the migrant worker program for the past 9 years. For the first 8 years, I worked as a temporary greenhouse worker in Chatham before relocating to Petrolia in September 2022. Initially, adapting to life here posed challenges, particularly due to the absence of a support system for issues such as illness or transportation. About 4 months ago, I had the fortune of meeting Andrea, who is involved in the Migrant Worker project at **North Lambton Community Health Centre**. She introduced us to her program, and although initially skeptical, within just one month, my perspective changed. The project has proven to be immensely beneficial, offering resources such as bike and road safety training and enabling us to navigate roads safely. Additionally, we have gained access to dental and health services, with the NLCHC Team consistently ensuring we receive medical attention when needed. Moreover, the program has provided opportunities for us to know our rights and many enjoyable activities like the Christmas Parade, Cooking Class, and Christmas Dinner. I am sincerely grateful to the Migrant Worker Project for their dedicated efforts. They have not only made me realize that Canada offers more than just employment opportunities but also that the country pays attention to the well-being of migrant workers. **I genuinely feel a warm welcome here.**"

**Migrant Worker**  
*Lambton County*

"This event allowed me to spend time with my workers away from work. **I would like this program to continue next year.**"

**Farmer**  
*Lambton Shores*

"I improved my understanding of the language and learned the pronunciation of many words that before the course I mispronounced, **now it is no longer difficult for me to communicate at work with my coworkers who speak English.**"

**Migrant Worker**  
*Leamington*

"One migrant worker we assisted had surgery a few months ago. We provided interpretation and translation support, and guided him through the entire process. He expressed deep gratitude everytime we helped him and couldn't find the words to thank us enough. On the day of his operation, as he was about to enter the operating room, he told us

**'thank you for being here. I have no family, and I don't speak English. Having you here means a lot to me.'**

This special case made us realize that our role as interpreters goes beyond just language; we can profoundly impact someone's life by simply being there for them. He was thrilled to have an organization like ours and has returned for help on several occasions. Remarkably, **he has now become one of our volunteers and actively contributes in any way he can.** This heartwarming story demonstrates the power of human connection and the meaningful difference we can make by lending a helping hand."

**TeaMWork Partner**  
*Leamington*

# MOVING FORWARD

Lessons learned and challenges encountered through the first year of the MWSP.

## Topics of Interest to Migrant Workers

- Health coverage (OHIP, private insurance coverage);
- Labour rights (payment issues, breach of contract, dismissal, harassment in the workplace);
- Government benefits available to workers (CPP, EI, WSIB);
- Tax information (filing & returns);
- Immigration (Pathways to Permanent Residency, Open Work Permits for Vulnerable Workers);

## Types of Emergency Situations

- Food and basic needs insecurity;
- Short term housing and rental supports;
- Emergency transportation and follow-up visits as a result of an emergency;
- Social support and outreach to workers in crisis;
- Mental health supports;

## Sample of Community Celebrations

- *"Festival of Guest Nations"*
- *"Christmas Celebration"*
- *"Mother's & Father's Day Events"*
- *"Valentine's Day Movie Night"*
- *"Thanksgiving Dinner"*
- *"Discover the beauty of Niagara Falls!"*
- *"Christmas Lights Tour"*
- *"2023 Greenhouse Cup: Community Soccer Tournament"*
- *"Three Kings Day Celebration"*
- *"Filipino Salu-Salo"*
- *"Paint Date for Migrant Workers"*
- *"Día de los Muertos (Day of the Dead) Celebration"*

## Sample of Information Session Topics

- *"Know your Housing Rights Information Session"*
- *"Navigating Canada: Interpretation Tool"*
- *"Let's Talk About Money: Banking in Canada"*
- *"Get Ready, Stay Safe, and Enjoy the Canadian Winter"*
- *"Anti-Human Trafficking Information Session"*
- *"Bike Safety Campaign"*
- *"Employment Rights & Ergonomics: Train-the-Trainer Session"*
- *"Eye and Oral Health and Safety at Work: Orientation"*
- *"Pathways to Permanent Residence for Temporary Resident Permit Holders"*

## Challenges Faced & Lessons Learned

- Exploring effective methods to connect with workers, including the use of WhatsApp, understanding cellphone coverage limitations and international SIM cards, scheduling programming during peak growing seasons, and identifying suitable media platforms and spaces in the community such as churches where workers can connect.
- Utilizing demographic data to shape programming decisions, despite challenges in accessing comprehensive information about workers' origins, settling locations, and duration of stay.
- Establishing and nurturing relationships with local employers.
- Enhancing connections and relationships with workers from the Caribbean.
- Gaining insights into various programs (IMP, SAWP, TFW) and understanding the associated benefits and limitations of each.





# TeMaWork Project

Logos for partner organizations:

- Canadian Mental Health Association
- Boréal
- SECC
- OHC
- LA
- family
- CO
- DIOCE



## ADDITIONAL INFORMATION

Visit the following links to learn more about the TeaMWork Project and it's partners, and to keep up to date with the project in the future:



TeaMWork Project  
Website and Social  
Media Pages

[linktr.ee/teamworkmwep](https://linktr.ee/teamworkmwep)



TeaMWork Success  
Stories

[www.workforcewindsor.essex.com/success-stories-past-events](http://www.workforcewindsor.essex.com/success-stories-past-events)



TeaMWork  
Resources (for  
Migrant Workers)

[www.workforcewindsor.essex.com/teamworkresources](http://www.workforcewindsor.essex.com/teamworkresources)



TeaMWork Calendar  
of Upcoming Events

[www.workforcewindsor.essex.com/teamworkcalendar](http://www.workforcewindsor.essex.com/teamworkcalendar)



TeaMWork Partner  
Contact Information

[www.workforcewindsor.essex.com/partners-of-the-teamwork-project](http://www.workforcewindsor.essex.com/partners-of-the-teamwork-project)