

2017-2018

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**ELEMENTS OF
SUCCESS + INNOVATION
FOR THE FUTURE**

ACCES EMPLOYMENT 2017-2018 ANNUAL REPORT

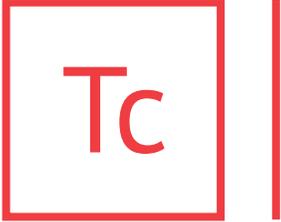


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ACCES Employment

VISION

A fully inclusive labour force that reflects the diversity, skills and experience of Canada’s population.

MISSION

ACCES Employment assists jobseekers from diverse backgrounds, who are facing barriers to employment, to integrate into the Canadian job market. We achieve this by providing employment services, linking employers to skilled people and building strong networks in collaboration with community partners.

VALUES

We value and respect the uniqueness of each individual, including our clients, our employers, our community partners and ourselves. We strive to provide every person with Customer Service Excellence and an exceptional customer experience.

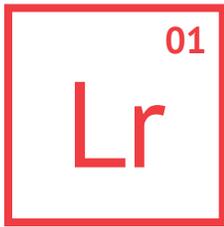
- | | |
|----------------|------------------|
| Inclusive | Entrepreneurial |
| Accountable | Responsive |
| Client-Focused | Results-Oriented |
| Collaborative | Learning |
-



Allison Pond, President & CEO
ACCES Employment



John Shields, Chairperson
ACCES Employment



Leadership Report

Elements of Success + Innovation for the Future

As ACCES Employment embarks on the launch of our 2018-2021 Strategic Plan, it is necessary to consider the rapidly changing environment in which we work and the changes that will impact our services and programs over the next few years. Working with newcomers as they navigate their job search and career in Canada, we know that all of us benefit socially, economically and as a community when newcomers succeed. Immigration is key to Canada's growth and success in the future and in order to attract and retain important investments in our economy, we need to maximize the talent, innovation and entrepreneurship that immigration can bring to our country. Another impact on our services is the changing nature of work and the skills needed to succeed in the future. Factors such as automation, the pace of change in new digital technology and accelerating connectivity

will disrupt the current labour market and will transform work as we know it in the future. Finally, we are experiencing unprecedented mass migration and movement of people around the world, which means that integration, diversity and supporting refugees and immigrants will be essential to our collective success in the future, both nationally and internationally. As ACCES moves forward on our strategic plan, we consider all of these factors and the important role that our organization can play in the future success of our country.

With over 30 years of experience in the employment services sector, we have learned the tremendous importance of integrating newcomers into our local communities and the job market. Responding to the increased numbers of newcomers arriving in Canada, ACCES Employment plays a key role in

ensuring that internationally-trained talent is given the best opportunity to succeed and contribute their knowledge, experience, and international perspective to Canadian workplaces. Anticipating changes in the labour market, developing essential corporate and academic partnerships, and delivering leading-edge programs and services, all contribute to ACCES's success.

This past year, the Board of Directors and staff at ACCES Employment engaged in a strategic planning process to guide our organization for the next several years. A key strategic priority is to ensure continued service excellence across all of our programs and services. We strive for a consistently high success rate through programs that are delivered online or in-person, across different professional sectors of work, programs that support unique demographic groups like youth or women, and our many mentoring programs that make critical connections to the world of work for jobseekers. We accomplish this by engaging employers in the process of developing and delivering our programs, mentoring and recruiting our candidates. These relationships with employers help us to stay in touch with the labour market and ever-changing industry needs.

In 2017-2018, ACCES experienced continued growth both financially and organizationally. Now delivering over 30 programs with an operational budget over \$20 million, ACCES recognizes the need to invest in our organizational capacity in order to continue to build on our success. In 2019, there will be nearly 200 staff members at ACCES across six GTA locations. Enhancing training and support, communications and information technology tools, and establishing other organization-wide platforms will be essential to supporting and developing our greatest asset – our people. A sincere thank you to our dedicated and professional staff who make a tremendous difference in the lives of those we serve.

Over the next three years, ACCES will reach out to new jobseekers in the GTA, across Ontario,

Canada and internationally through our online and pre-arrival programs. In the coming year, we will continue to extend the reach of our Entrepreneurship Connections program across Canada, to ensure that newcomers are able to successfully start their businesses in Canada. Through our online services, we will also offer resources, information and programs to new audiences that need support to start their job search and to employers as they recruit talent. Another key strategic priority will be to refine our brand identity and key messages, making sure that we effectively communicate what we do, our successes and our value to newcomers and other jobseekers as they begin their careers or launch their businesses in Canada.

As an organization, ACCES has built a strong network of employer and community partners that allows us to deliver leading-edge and innovative programs and services that are highly relevant to today's labour market. In 2018, ACCES Employment's World of Difference Campaign raised over \$100,000 in support of newcomer and refugee youth services with the help of a growing list of engaged and generous individual, corporate and alumni donors. Over the past several years, we have extended these relationships to build new program models, partnering directly with members of our corporate network to deliver them.

Corporate partnerships like those that we have developed with Accenture, BDC, RBC, TD Bank and Starbucks Canada allow us to innovate and collaborate in new ways, piloting new programs with partners who directly understand the value of bringing these skills to the labour market. These pilots and models have developed into successful programs that are now sustained and funded by government and other funding partners. We would like to thank the Ontario Ministry of Advanced Education and Skills Development (MAESD), the Ontario Ministry of Citizenship and Immigration (MCI), Immigration, Refugees and Citizenship Canada (IRCC), the City of Toronto Employment & Social

Services, and the United Way of Greater Toronto for their important and ongoing support.

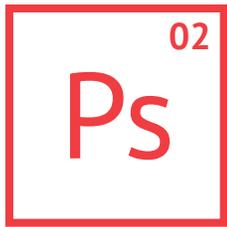
We have also worked closely with many local community partners across Ontario and Canada to deliver our programs and share our model. These partnerships increase the relevance of our programs to local business and community needs and strengthen our overall approach to helping jobseekers find work in their field more quickly. Through these partnerships, we are also able to share our best practices and our highly successful model of service. Over the next three years, we will continue to develop our business model, which includes enhanced collaboration and a commitment to sharing our experience and expertise broadly.

As a final input to our elements of success, we recognize the increasing importance of measuring and demonstrating our results through data, documentation and research. We will build on our existing data practices to improve and strengthen our services and we will increase our capacity to track emerging trends and needs in the labour market so that we remain effective, relevant and successful for all the jobseekers, employer partners and communities that we serve.

Our new strategic priorities draw on a shared commitment to our vision – a fully inclusive labour force that reflects the diversity, skills and experience of Canada’s population. Through each step of the strategic planning process, each person involved reaffirmed our commitment to our work, to the significance of the work of our sector overall, and most importantly, to the success of the jobseekers we serve each day.

We are greatly inspired by our Alumni who are our 2018 Walk of Fame Winners. Each winner is a graduate of a different ACCES program that continues to volunteer their time, mentor other newcomers, share their success story and in many cases, have hired other ACCES graduates into their companies. ACCES Alumni have played a

tremendous role in supporting jobseekers at various events this year. At our 2018 Speed Mentoring® Marathon, one-third of the mentors in attendance were ACCES Alumni. We extend our sincere thanks and appreciation to this amazing group of individuals that have achieved success in their respective fields and recognize the importance of giving back to others in need of support. We look forward to the future as we work together with our alumni, our supporters and our partners to continue to make a World of Difference in our communities.



2017-2018 Program & Service Results

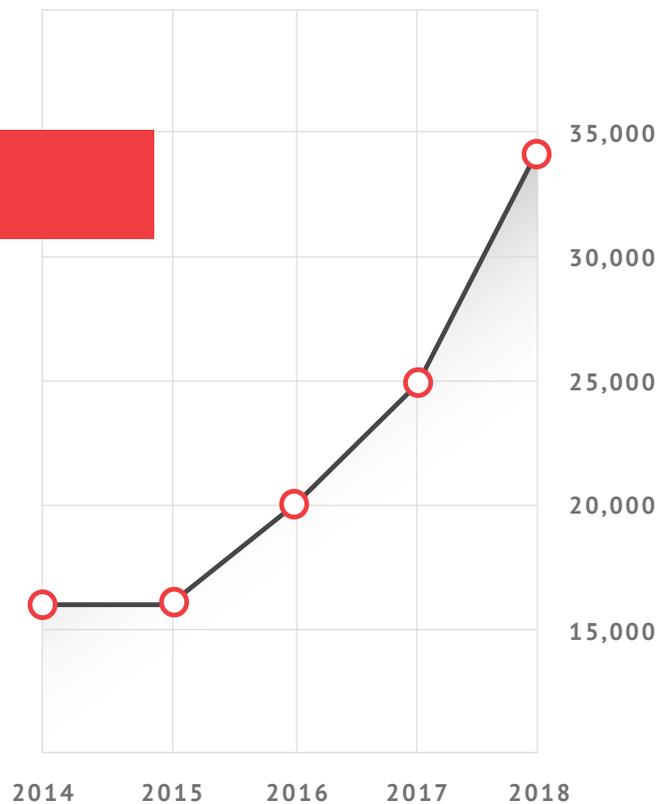


TOTAL NUMBER OF JOBSEEKERS SERVED IN-PERSON & ONLINE (2017-2018)

34,000

TOTAL NUMBER OF JOBSEEKERS SERVED BETWEEN 2014-2018

2013-2014	2016-2017
16,000	25,000
2014-2015	2017-2018
16,000	34,000
2015-2016	
20,000	





TOTAL NUMBER OF VISITS & USERS

144,585

IN-PERSON

66,388

ONLINE

78,197

TOTAL NUMBER OF WORKSHOPS

3784

IN-PERSON

2276

ONLINE

1508



87%

PERCENTAGE OF JOBSEEKERS THAT FOUND EMPLOYMENT OR ACHIEVED THEIR TRAINING OBJECTIVES

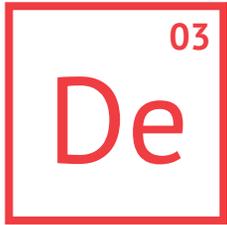
99%

PERCENTAGE OF JOBSEEKERS THAT RECOMMEND OUR PROGRAMS & SERVICES

82%

PERCENTAGE OF PARTICIPANTS EMPLOYED WITHIN ONE YEAR OF SECTOR-SPECIFIC BRIDGING PROGRAM COMPLETION

Sectors include: Engineering, Financial Services, Human Resources, Information Technology, Sales & Marketing, Supply Chain, Leadership



2017-2018 Demographics

CLIENT DEMOGRAPHICS

TOP TEN COUNTRIES OF ORIGIN (OUTSIDE OF CANADA)

-
- | | | | |
|---|----------|----|-------------|
| 1 | India | 6 | Bangladesh |
| 2 | Pakistan | 7 | Iran |
| 3 | Syria | 8 | Jamaica |
| 4 | China | 9 | Philippines |
| 5 | Nigeria | 10 | Sri Lanka |

90+ LANGUAGES SPOKEN

INCLUDING:

-
- English
 - Hindi
 - Arabic
 - Urdu
 - Punjabi
 - Spanish
 - Bengali
 - Gujarati
 - Mandarin
 - Tamil
 - French
 - Farsi
 - Malayalam
 - Portuguese
 - Tagalog



JAY CHIMSUNG

RESEARCH SCIENTIST
CENTRE OF AQUACULTURE TECHNOLOGIES (P.E.I.)

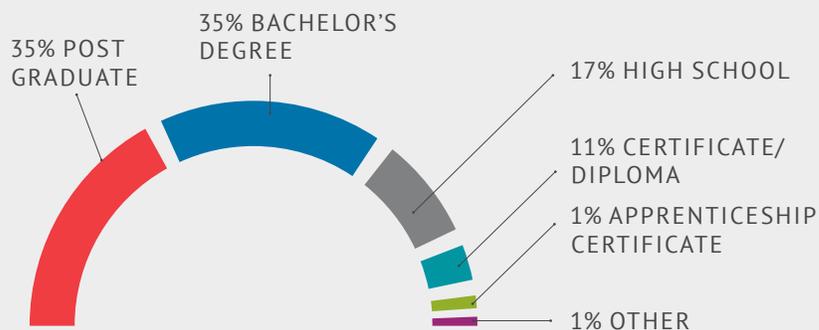
Language for Workplace Connections

Jay arrived in Canada in August 2017 from Thailand. She holds a doctoral degree in aquatic science and has 14 years of experience working as a university lecturer and researcher in Thailand. Before using ACCES services, Jay spent seven months job searching without success. Through the Language for Workplace Connections program, ACCES helped Jay learn about the labour market and job search techniques, as well as strengthening her language skills. Armed with stronger language and communications skills and a strategy for her job search, Jay accepted a job in July 2018 as a Research Scientist (specializing in fish nutrition) at the Centre of Aquaculture Technologies in Prince Edward Island.

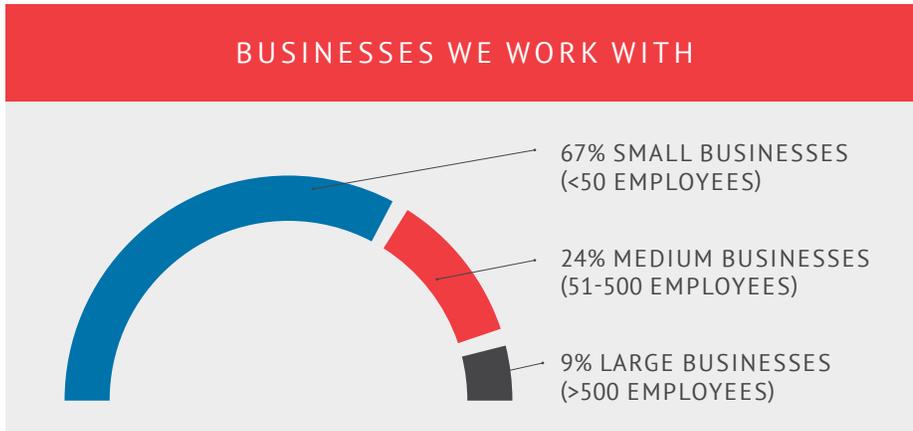
OCCUPATIONAL BACKGROUND

29%	Business, finance & administration
16%	Sales & service
13%	Natural & applied sciences
11%	Management occupations
8%	Social science, education, government service
7%	Health occupations
6%	Occupations unique to processing, manufacturing
5%	Trades, transport & equipment operators
3%	Occupations unique to primary industry
2%	Art, culture, recreation & sport

EDUCATIONAL BACKGROUND



EMPLOYER DEMOGRAPHICS



WE WORK WITH
2200+
EMPLOYERS

MENTORING SUPPORT

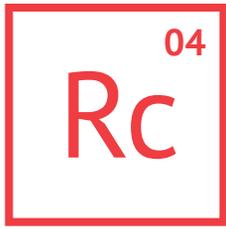
VOLUNTEER HOURS
3432

CONNECTIONS MADE
11,436





Networking opportunities are critical when building a career in Canada. Mentors and volunteers from over 100 participating companies contribute their time to help newcomers build their professional network in Canada.



Rising to the Challenge

Addressing Changes in the Labour Market

ACCES Employment has continued to extend the reach of our programs and our successful service model by responding to the changing needs of the labour market in Canada. By adapting our services, strategies and program model overall, we have been able to develop customized programs that meet the unique needs of specific groups of newcomers.



Murshed moved to Canada from Syria in 2017. As a newcomer youth, ACCES gave him the chance to connect with other youth and learn job search strategies to help him find work in Canada. This past year, ACCES actively partnered with Starbucks Canada to offer a number of newcomer youth events and a program for training and hiring. Murshed is currently employed at Starbucks and appreciates the learning and training opportunities that they have provided.

NEWCOMER ENTREPRENEURSHIP IN CANADA

STATISTICS

- In 2013, 34.7% of early-stage entrepreneurship in Ontario was from newcomers
- Ontario newcomer entrepreneurs have less access to business supports (43%) compared to Canadian-born entrepreneurs (64%)

(Source: Driving Wealth Creation and Social Development in Ontario, Global Entrepreneurship Monitor, Davis, Valliere, Lin, 2013)

NEWCOMER
ENTREPRENEURS
SUPPORTED

500+

(SINCE 2012)

THE NEED

Newcomer entrepreneurs bring new skills, business experience and ideas to Canada. However, when newcomers first arrive in Canada they face significant challenges to starting a business, including difficulties accessing financing, a lack of knowledge about regulations and legislation, the lack of a network of contacts to build their business, and challenges with finding customized support and services that meets their unique needs.

THE SOLUTION

ACCES Employment's Entrepreneurship Connections program addresses the challenges faced by newcomer entrepreneurs, creating opportunities for them to build successful businesses in Canada. The program, established in 2012, is funded by Immigration, Refugees and Citizenship Canada and is delivered in partnership with the Business Development Bank of Canada (BDC). To date, 506 participants have completed the program, 190 businesses have been started and the program has expanded to Ottawa, Moncton, Hamilton and Vancouver.

"Business Development Bank of Canada (BDC) is proud to have a longstanding and successful partnership with ACCES Employment. This innovative program has helped over 500 newcomer entrepreneurs to understand the Canadian entrepreneurial ecosystem and last year the program expanded nationally, adding Vancouver and Moncton, to programs already established in Toronto and Ottawa. ACCES is making a huge impact and we are delighted to make a contribution to this very important program."

- Ellen Austin, Director, Diversity & Inclusion, Business Development Bank of Canada

NEWCOMER WOMEN & CAREER SUCCESS

STATISTICS

- In 2015, unemployment rates of recent female newcomers was 10.4% compared to 5.7% for Canadian-born females
- In Ontario, women earn 29.3% less than men, while newcomer women make 34% less than all men

(Sources: Gov. of Canada, 2017; Statistics Canada, 2017)

“We’re very proud to be sponsors of the Empowering Women program and of the work that our executives do to support newcomer women as they gain a foothold in the Canadian employment market. This program is a great way for TD to demonstrate our commitment to inclusiveness and diversity, and has also become a rich source of talent for our growing business.”

- Mike French, SVP & CFO, Canadian Retail, TD Bank Group

THE NEED

There is a need in Canada to create opportunities for women to access senior leadership roles and jobs that will allow for career growth. The unique employment barriers newcomer women face include language barriers, a lack of knowledge about Canadian workplace culture, a lack of social networks, and a lack of knowledge about cultural differences in leadership style. Refugee women may also face a lack of formal work experience and may be coping with a number of other issues including a lack of childcare.

THE SOLUTION

ACCES has developed two customized programs to support women with entering the labour market.

The **Empowering Women program** (sponsored by TD Bank Group) is designed to support women into leadership roles. The program includes customized workshops, coaching and mentorship. The program has an 83% employed rate.

The **START program** supports immigrant women with pursuing careers in the customer care sector in Canada and it is offered with the support of Toronto Employment & Social Services. The program has an 89% success rate (employed, in-training or volunteering).



NEWCOMER YOUTH EMPLOYMENT

STATISTICS

- In 2014, the overall unemployment rate of youth aged 20-24 was 18% in Toronto, which is higher than for all of Ontario (16%) and for Canada (14%)
- The unemployment rate of newcomer youth in Toronto is 21% for 20-24 year olds

(Source: Statistics Canada, 2015)

“Starbucks Canada is proud to partner with ACCES Employment to support newcomer youth as they start their job search and careers in Canada. Starbucks believes it is critical to our economy and communities that youth be provided opportunity. Experts like ACCES are such important partners in providing the support necessary for youth and newcomers.”

- Ross Anderson, Head of Social Impact, Starbucks Canada

THE NEED

An important part of economic growth in the future will be dependent on the successful integration of youth into Canadian workplaces. Overall, youth face significantly higher rates of unemployment, even though they increasingly have higher levels of education. Newcomer youth face additional barriers, including challenges with language and Canadian workplace culture. Newcomer youth also have limited social and family networks and may lack overall job experience to find employment in their career of choice.

THE SOLUTION

ACCES offers a number of youth programs that provide job search support, networking opportunities and training for different job roles. These programs include: Youth Job Connections, Youth Job Link, Motive Power Connections, Employment Connections for Newcomer Youth and Barista Training for Newcomer Youth with Starbucks Canada. Youth represent 33% of ACCES clients.





FRANCOPHONE NEWCOMER EMPLOYMENT

STATISTICS

- As of 2017, there were 79,829 francophone immigrants living in Ontario
- About 7% of publicly available jobs in Ontario include “French” in their job description and these jobs pay approx. 20% more
- After ten years of living in Canada, newcomers who had both English and French language skills earned an average of \$51,000 annually, which is higher than \$49,000 for all newcomers

(Source: Gov. of Canada, 2015)

THE NEED

When French-speaking newcomers first arrive in Canada they face multiple barriers to employment, making it difficult to integrate in Ontario. Some unique employment barriers of French-speaking newcomers include the lack of settlement services available in French, the lack of connections to employers hiring for French language roles, and challenges with finding French language assessments in predominantly English speaking communities. Although French-speaking newcomers have higher levels of education and bilingualism, they also have higher unemployment rates compared to both Canadian-born individuals and non-French-speaking newcomers.

THE SOLUTION

ACCES has responded to this growing need for support and programming by adapting our Speed Mentoring® program to French-language participants. Speed Mentoring® en Français prepares bilingual candidates for networking opportunities with online business communication modules and other workshops. Events are delivered across Ontario in partnership with Collège Boréal. This coming year, ACCES is launching Sales and Service en Français, a new online French-language bridging program.



RESPONDING TO LABOUR MARKET NEEDS

STATISTICS

- Canada's construction workforce is 1.1 million, one-quarter (250,000) of which are expected to retire over the next 10 years
- The growing sector needs to attract about 320,000 new construction workers

(Source: Careers in Construction, 2017)

"We have an excellent partnership with ACCES. We help newcomers to learn the necessary construction skills for working in Canada, and ACCES prepares them with soft skills, language skills and gets them ready for recruitment. That's what makes this program successful and why LiUNA has built this relationship. There is a shortage of workers in our sector and ACCES is helping us to prepare and find qualified candidates."

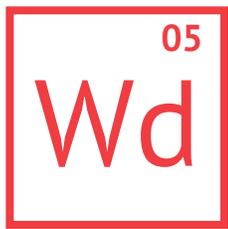
*- Ted Gedney, Training Director, LiUNA!
Local 506 Training Centre*

THE NEED

Canada's construction industry has experienced unprecedented growth in the last few years with no sign of slowing down; however, it is also facing a significant skills shortage due to an aging workforce. There is a smaller labour pool of skilled construction workers that is simply not large enough to meet the labour deficit left by the retiring workforce. There are similar labour shortages in other trades in Canada.

THE SOLUTION

ACCES Employment's Construction Trades program was designed through collaboration with employers, industry partners, training institutions, labour unions and government bodies. This important collaboration of stakeholders ensures that these programs help fill critical labour shortages. The goal is to provide hands-on training to newcomers and to prepare them directly for the job market.



2018 World of Difference Campaign

In Support of Newcomer and Refugee Youth

At ACCES Employment, we recognize the critical importance of young people receiving the training and skills development needed to be successful in the job market. This is especially true for newcomer youth, who face additional hurdles entering the Canadian job market compared to their Canadian-born counterparts.

ACCES Employment's 2018 World of Difference Campaign raised over \$100,000 for much needed services that will help newcomer youth to overcome the numerous barriers they face when looking for work in Canada. Newcomer youth arrive in Canada with diverse backgrounds, skills sets and needs. ACCES's youth programs are designed to meet those diverse needs. ACCES's customized programs help them find meaningful work and transform their lives.

All of the funds raised from this year's campaign will go towards the following activities for youth:

- Connecting with networks of professionals and employers that are hiring
- Connecting with mentors who will provide valuable advice and guidance
- Learning new job search tools and strategies
- Developing new skills to ensure financial literacy, mental health and overall wellbeing

ACCES Employment would like to acknowledge the support of PwC for hosting this year's event and we thank all of the generous donors that helped us to make this campaign a success.



2018 Walk of Fame Award Winners

Our 2018 Annual Walk of Fame Awards honours ACCES Employment Alumni who have found success with their careers and are committed to making an impact on the lives of others. This year's winners have volunteered their time as mentors, guest speakers and coaches for other newcomer jobseekers. They have hired other ACCES Alumni

and have championed ACCES as a recruiting source in their respective organizations. Our 2018 Walk of Fame honourees are making a difference in the lives of countless ACCES jobseekers and are truly "paying it forward." Congratulations to this year's winners and thank you for your support of ACCES Employment!



AJAI DATTA

PRESIDENT, PINNACLE
DIGITAL SOLUTIONS

*Sales and Marketing Connections
Program, Class of 2012*

An alumni of ACCES Employment's Sales and Marketing Connections program (Class of 2012), Ajai Datta, is the President of Pinnacle Digital Solutions Ltd., a Mississauga-based company offering customized solutions in Audio Visual, Electronic Security and ICT Systems. Despite his

busy schedule as a business owner, Ajai frequently contributes his time and energy as an ACCES alum in various ways, including mentoring, coaching, speaking at events, and even recruiting ACCES alumni to work for his company.

"For many newcomers, job searching is a very daunting and stressful experience, that is why I am a passionate advocate for programs offered at ACCES Employment. As a former client myself, I can attest to the positive impact that various programs can have on one's job search, career and ultimately their experience as a newcomer in Canada. It is important to ensure new immigrants are not underemployed, rather we want to maximize their skills so they can thrive as members of society. This is critical, and the work that ACCES is doing is truly key to helping skilled newcomers find meaningful work in their fields."



ANGELA YANG

PROCUREMENT SPECIALIST,
SCICAN

*Supply Chain Connections Program,
Class of 2017*

Angela Yang arrived in February 2017 from China and quickly began searching for a job within her field. She knew that she needed help with her search so she joined ACCES Employment's Supply Chain Connections program to learn more about her sector in Canada. Angela greatly appreciates ACCES for the support that they provided to her as a newcomer, and also, for introducing her to a multicultural environment where she was able to connect with other professionals from around

the world. Here, she developed her leadership and language skills and also formed lifelong bonds with other new Canadians through networking – she is still in contact with many of them. Now as an alumni, she continues to give back to ACCES through guest speaking and volunteering in what she describes as a win-win situation. She has recently helped a fellow alum to secure employment using the skills and knowledge she gained at ACCES.

“ACCES Employment is such a valuable asset and resource. There are so many barriers and changes that newcomers to Canada face. With organizations such as ACCES, newcomers are given professional guidance along with the necessary support needed to properly integrate into the Canadian workplace and environment overall. At the end of the day, we all need a chance.”



SHAND SANTOS

FOUNDER/OWNER, BARU
BARON

*Entrepreneurship Connections,
Class of 2016*

Originally from Brasilia, Brazil, Shand Santos is an alum of ACCES Employment's Entrepreneurship Connections program (Class of 2016), which provided him with a launching pad to start his own business that same year. Now the owner and proprietor of Baru Baron, a Toronto-based company that imports and

sells baru seeds, a superfood native to Brazil, and related products into Canada, Shand gives back to the ACCES community as a mentor and as a speaker, sharing his experience as a newcomer entrepreneur.

“ACCES Employment provided me with the foundation of knowledge and confidence to start my business in Canada. Now as a business owner and an alum of the Entrepreneurship Connections program, I feel it is important to continue to pay-it-forward with ACCES and help those who are beginning their own entrepreneurship journey in Canada. I feel strongly that the more you give back, the more you get – the satisfaction of helping others achieve their own entrepreneurial goals in Canada is immeasurable.”



GRACE JOLAOSO

COMPLIANCE OFFICER, TD
SECURITIES

*Empowering Women Program, Class
of 2016*

As a newcomer to Canada and former senior employee in the banking sector in Nigeria, Grace Jolaoso was excited about the prospect of relaunching her career. Highly skilled, educated and experienced in the banking sector, Grace was not sure how to begin her job search, so she joined ACCES Employment's Empowering Women program in 2016. Grace learned key job search skills, including the importance of

effective networking. This helped her to launch her job search in Canada and to find work directly in her field. Now employed at one of Canada's top financial institutions, Grace volunteers her time as a mentor and speaker for ACCES Employment. She believes in the importance of giving back and sharing her story to help other newcomers remain hopeful and gain confidence as they begin their career in Canada.

“The Empowering Women program at ACCES Employment provided me with the critical building blocks for my job search in Canada – hope and confidence. When I was a client at ACCES, hearing from mentors and other newcomers who reached their unique career milestones in Canada was reassurance for my own career journey and helped to relieve any doubts I had about myself. Now working for one of Canada's largest banks, I truly enjoy the opportunities to give my time and share my journey with newcomers as a proud ACCES alum.”



MOHAMMAD BAJWA

COMMERCIAL ACCOUNT
MANAGER, RBC

*Financial Services Connections
Program, Class of 2007*

Mohammad Bajwa joined ACCES Employment's Financial Services Connections program in 2007. He shares that the program was the catalyst to the start of his Canadian career journey. Now a Commercial Account Manager at RBC, he credits ACCES with providing him with the resources, proper guidance

and sense of direction needed to boost his confidence and guide him to his current career. Mohammad believes that he should now give back to the ACCES community through mentorship, as a speaker and by sharing his experiences as a newcomer.

“As human beings, it is our obligation to help whenever we can. New immigrants often experience a culture shock when they first arrive in Canada, so it is extremely important to provide proper guidance and encouragement whenever possible. ACCES provides new immigrants with a platform to navigate their new landscape while boosting their confidence. I am grateful to ACCES for the help they gave me and will always have a lifetime commitment to give back to other newcomers.”



MATT POYA,

CIVIL ENGINEER,
TRANSPORTATION
SERVICES DIVISION,
CITY OF TORONTO

*Engineering Connections
Program, Class of 2015*

Matt Poya is a Civil Engineer for the City of Toronto's Transportation Division. Matt is a graduate of the Engineering Connections program in 2015. Upon completion of the program, Matt found full-time employment directly in his field at an engineering firm, and through

his proactive approach, Matt has advanced in his career in Canada very quickly. As an ACCES alum, Matt is actively engaged as a mentor, as well as a speaker and panelist, sharing his experience and insights at various events for ACCES.

“As a newcomer, ACCES Employment was the driving force that helped me launch my career as a professional engineer in Canada. Not only did I gain industry-specific job search skills, but I also had access to a community of professional engineers – a community of which I am now a proud member. The network and mentorship I received from Engineering Connections is priceless and three years later, I am happy to give my time and energy as a mentor to newly arrived engineers whose shoes I was once in. I am a strong believer in karma – the more you give, the more you enhance the society you are part of. It really is a positive feedback loop – we all benefit. As a result, I am committed to sharing my knowledge and experience and helping others to have a successful journey as well.”



SHEILA ARMENA

ASSISTANT BRANCH
MANAGER, RBC NEWCOMER
MEETING PLACE

*Financial Services Connections
Program, Class of 2010*

Sheila Armena credits ACCES Employment's Financial Services Connections program (FSC) with changing her life. Before joining the program in 2010, she was lost as to where to start her career journey as a newcomer in Canada. Through a chance meeting with another ACCES alumni in an elevator, she joined the FSC program which would eventually shape a part of who she is now. With the help of ACCES's networking opportunities and interviewing skills

sessions, she was able to secure her first job from her very first interview after arriving in Canada. As an ACCES alum, she believes that once one newcomer succeeds, we all succeed and therefore continues to give back through mentorship and by hiring other ACCES Alumni. She is proud to state that two ACCES program alumni are currently working on her team!

“There are so many barriers that can hinder the growth and success of new Canadians and so, it is important to never forget about the journey that newcomers face. I believe that ACCES Employment plays an integral part in helping newcomers such as myself to better understand the Canadian landscape while providing the support needed to boost their confidence. There is no questioning the huge impact that ACCES has on the lives of new immigrants.”



OVIEMUNO UKEKO

MANAGER, HIGH RISK/
ENHANCED DUE DILIGENCE,
CIBC

*Leadership Connections Program,
Class of 2015*

After migrating from Nigeria in 2015, Oviemuno Ukeko joined ACCES Employment's Leadership Connections program which he credits with making a big difference in his transition into the Canadian labour market. Oviemuno credits ACCES Employment with helping him to package his overall experience and improve his networking skills. As a result, his first role in Canada was

at the management level. He is now the Manager for High Risk/Enhanced Due Diligence at CIBC. As an alum, he gives back to the ACCES community through mentorship. He has helped four ACCES alumni to secure jobs in their fields. He also shares his experience and knowledge through guest speaking events.

“ACCES Employment provided me with the support I needed to build my Canadian experience. As an ACCES alum, I believe that it is mutually beneficial and important to myself and society to grow our communities and to give back to other newcomers that need our help. It is important for me to share my knowledge and to help others through their newcomer experience. We can all benefit if we can come together and support each other as one community.”



MAIS ARAB

SENIOR HR
GENERALIST, MATRIX
LOGISTICS SERVICES

*HR Connections Program, Class
of 2017*

After migrating from Jordan in 2017, Mais Arab was trying to navigate the Canadian environment and to understand where she could fit into the local job market. She joined ACCES Employment's HR Connections program (Class of 2017) and was impressed not only by the practical knowledge she received, but also by the emotional support they provided to her as a newcomer. With years

of experience from her previous country, ACCES was able to put things into perspective and provide the proper guidance needed. She is now a Senior HR Generalist at Matrix Logistics Services. As an ACCES alum, she continues to give back to the organization through mentoring, speaking events and the hiring of ACCES clients.

“It is the excellent staff at ACCES Employment who made the real difference. They were always there providing guidance and I believe that all newcomers should get the same level of support and understanding that I received - something that ACCES provides through their programs which are of amazing value. At the end of the day, it is all a circle - one person helping the next. We should all show newcomers love and support as they transition into their new lives here in Canada.”



WILLIAM GARCIA

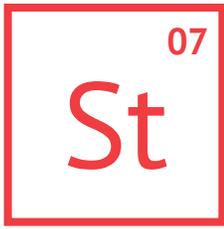
CHANGE AND RELEASE
MANAGER, ALLSTATE
INSURANCE COMPANY OF
CANADA

*IT Connections Program, Class of
2016*

William Garcia joined ACCES Employment as a participant in the IT Connections program in March 2016. Upon completion of the program, he found employment directly in his field as an IT Operations Manager for a leading Canadian travel company. He later moved on to AllState

Insurance Company of Canada where he currently holds the role of Change and Release Manager. Since completing the program and working in the field, William has remained actively engaged with the ACCES network as a mentor, guest speaker and connector.

“As an IT professional originally from Venezuela, I had to learn to market myself quite differently when applying for IT jobs in Canada. The Canadian market is different in comparison to Venezuela, where IT has a broader scope compared to the more specialized approach in Canada. This is one of the few critical things I learned from participating in ACCES Employment’s IT Connections program. The program helped shape my career in Canada into a successful one. ACCES provided me with the necessary tools and knowledge to not only find a job in my field, but to progress in it as well. As an alum, I am proud to give my time and energy to the ACCES network. I truly believe the best motivation is to hear from people who have been in your shoes and know the emotions you are going through as a newcomer jobseeker.”



Special Thanks

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TANGERINE | **World of Difference fundraising campaign & Youth Online Job Search Centre**

TD BANK GROUP | **Empowering Women, Talk English Café™**

FUNDERS

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 - City of Toronto Employment & Social Services
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 - Trinity Tech Inc.
 - Vlocity
 - Warden Dental Clinic (Dr. Meera)
-

FOUNDATION SUPPORT

- Accenture Canada: \$1.4M cash grant and pro bono consulting services in support of the creation, implementation and change management of the Online Services Platform Project at ACCES Employment.

COMMUNITY PARTNERS

- Afghan Women's Organization
- Agincourt Community Services Association
- Arab Community Centre of Toronto
- AYCE Employment Services
- Brampton Multicultural Community Centre
- Brampton Board of Trade,
- Brands for Canada
- Caledon Community Services
- Canadian Supply Chain Sector Council
- Career Edge Organization
- Catholic Cross-Cultural Services
- Career Edge Organization
- Centennial College
- Centre for Education and Training
- Centre for Information and Community Services
- Centre for Women's Education and Development
- City of Toronto
- Coalition for Persons with Disabilities
- Collège Boréal
- COSTI
- Dixie Bloor Neighbourhood Centre
- Dufferin-Peel Catholic District School Board
- Family Services of Peel
- George Brown College
- Hire Immigrants
- HIO
- HRPA
- Humber College
- ICTC
- Immigrant Access Fund Canada
- Job Skills
- JobStart
- John Howard Society
- JVS Toronto
- Magnet
- Mississauga Board of Trade
- Muslim Community Services
- Newcomer Centre of Peel
- NPower Canada
- OCASI
- ONESTEP
- Operation Springboard
- OTEC
- Peel Career Assessment Services
- Peel Halton Workforce Development Group
- Peel Halton LEPC: Local Employment Planning Council
- Peel Newcomer Strategy Group
- Peel District School Board
- Polycultural Immigrant and Community Services
- PCPI
- Punjabi Community Health Services
- Refugee Career Jumpstart, Region Of Peel
- Ryerson University: The G. Raymond Chang School of Continuing Education
- Scarborough Housing Help Centre
- Scarborough Women's Centre
- Seneca College
- Settlement Assistance and Family Support Services
- Sheridan College
- St. Stephen's Employment and Training Centre
- Skills for Change
- Supply Chain Management Association Ontario
- TRSM Business Career Hub
- Toronto Region Board of Trade
- Toronto District School Board
- Toronto Public Health
- Toronto Public Library
- TRIEC
- United Way of Peel Region
- University of Toronto
- Warden Woods Community Centre
- World Education Services (WES)
- World Skills Education Centre
- WoodGreen Community Services
- Youth Employment Services
- YouthLink
- YMCA
- YWCA



Financials

STATEMENT OF FINANCIAL RECORD

As of March 31, 2018

	2018	2017
Assets		
Current		
Cash and cash equivalents (Note 2)	\$ 1,709,848	\$ 2,656,740
Contributions receivable	1,798,382	1,076,707
HST Receivable	616,255	127,101
Prepaid expenses	305,393	355,591
	4,429,878	4,216,139
Capital assets (Note 3)	1,276,880	791,076
	\$ 5,706,758	\$ 5,007,215
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 2,571,666	\$ 1,557,809
Deferred contributions (Note 4)	808,243	1,419,119
Deferred contributions - capital assets (Note 5)	379,484	175,293
	3,759,393	3,152,221
Net assets	1,947,365	1,854,994
	\$ 5,706,758	\$ 5,007,215

Commitments (Note 6)

STATEMENT OF REVENUE, EXPENSES AND CHANGES IN NET ASSETS

For the year ended March 31, 2018

	2018	2017
Revenue	\$ 21,437,761	\$ 19,570,922
Expenses		
Amortization of capital assets	463,897	363,956
Bank charges and interest	57,935	26,740
Building occupancy	1,560,291	1,378,354
Consulting and other purchased services	125,980	48,533
Insurance	45,522	45,474
Licenses and dues	11,513	3,997
Office equipment rental and repair	148,536	99,027
Office supplies and resource material	464,723	366,279
Professional fees	126,236	115,033
Program delivery services	3,027,427	2,454,595
Promotion and publicity	135,355	96,945
Salaries and benefits	12,490,405	11,488,285
Staff development	127,916	85,646
Telephone	113,896	98,957
Training supports and subsidies	2,320,211	2,736,939
Transportation	125,547	82,552
	21,345,390	19,491,312
Excess of revenue over expenses	92,371	79,610
Net assets, beginning of year	1,854,994	1,775,384
Net assets, end of year	\$ 1,947,365	\$ 1,854,994



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