



*Making Connections*

# Expanding Our Impact



## Delivering Results

Annual Report **2016-2017**

# About Us

## Mission

ACCES Employment assists job seekers 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.

## Vision

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



## 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  
Accountable  
Client-Focused

Collaborative  
Learning  
Entrepreneurial

Responsive  
Results-Oriented

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# Leadership Report



**Dauna Jones-Simmonds**  
*Chairperson, Board of Directors*



**Allison Pond**  
*President & CEO*

In 2016-2017, ACCES truly demonstrated our capacity to respond to emerging community needs and labour market trends. While maintaining our strong record of excellence in our core employment services, we established ourselves as key contributors to new spheres of service and impact. We introduced new service options and employer connections in industry sectors such as construction trades and we enhanced services for youth and women. We also built transformative online capacity that will take our services beyond our GTA roots to help newcomers across Canada when they arrive here and those overseas as they prepare for their move to Canada. Finally, we have taken our services for

newcomer entrepreneurs to a whole new level with deepened expertise and a new national scope.

In response to the recent arrival of thousands of Syrian refugees to our country, ACCES Employment joined forces with our many community and corporate partners across the GTA to help these most recent newcomers to achieve their employment and entrepreneurial goals. Early on in the re-settlement process, we were invited by The Honourable Ratna Omidvar, C.M., O. Ont. to join the Syrian Refugees Jobs Agenda Roundtable, a cross-sectoral collaborative community response to help Syrian and other refugees find employment in the GTA. As a result of the collaboration at this table, ACCES took leadership on the development and delivery of various employment initiatives.

ACCES launched the Construction Trades Program in partnership with LiUNA 506 and the Ontario Masonry Training Centre, to support Syrian newcomers with experience and interest in pursuing careers in construction trades, an industry where there is currently a strong demand for skilled workers. We also spearheaded a Job Fair initiative to support employers from the roundtable and others from across the GTA, to fill their job vacancies with newcomer talent, specifically the new population of Syrian newcomers. In addition, we successfully leveraged our Entrepreneurship Connections program model in partnership with the Business Development Bank of Canada (BDC) to provide tailored support for those seeking to establish a business in Canada.

In April 2016, we officially launched

Canadian Employment Connections (CEC), a pre-arrival, online program focused on six in-demand sectors. CEC allows us to offer our support to newcomers while they are still preparing to leave their home country. We provide them with opportunities to begin meeting Canadian employers in their professional sectors through unique virtual events. For some, this means introductions and interviews, and for others, it results in offers of employment that are secured before they land in Canada. For all, our pre-arrival and online services are reducing the time between arrival and successful employment in their first good job in Canada.

One key goal for ACCES this past year has been to use our new online capacity to share our employment services and expertise with more job seekers, in particular, newcomers to Canada who are settling in communities beyond the GTA. Our new online tools and resources were utilized by thousands of job seekers, expanding the impact of our services to over 25 000 clients.

Recognizing the need for specialized support for newcomer women to enter senior roles in their professions and achieve their leadership potential, we collaborated with our long-standing corporate partner TD Bank Group to develop and deliver our Empowering Women program. What started as a pilot became a full delivery program this year with the continued financial support of TD and additional funding from the Ontario Ministry of Citizenship and Immigration (MCI). TD staff work closely with each woman in the program, offering mentorship, coaching and networking. The success of this program has been impressive with



87% of participants to date obtaining meaningful employment in their field, one-third of them hired by TD directly.

The persistently high youth unemployment rate, compounded by the arrival of thousands of young refugees and newcomers, became the impetus for us to significantly expand our youth programs and services. To respond, we strengthened our Youth Job Connection program in Toronto, with targeted youth initiatives such as Speed Mentoring® events, Talk English Cafés, Employer Recruitment events, and we launched Employment Connections for Newcomer Youth, a program that helps newcomer and refugee youth find jobs in customer service and general labour roles. The employed results to date for this program are outstanding with over 88% of participants now starting their careers in good, well-paid jobs.

Our enhanced services for youth were made possible, in part, through our annual World of Difference Fundraising Campaign. We are very grateful to Tangerine who again this year matched \$20 000 of donations, to Deloitte for hosting and sponsoring our campaign event, and to all our donors who have made a significant impact on ACCES's ability to respond quickly and effectively to the emerging needs of these inspiring young people. Through our campaign, we raised over \$75 000 to help more youth prepare for the labour market and launch successful careers.

At ACCES, our results are strong and our ability to deliver on our

mission is clear. We know that we have an effective employment service delivery model that supports job seekers who face barriers to the labour market. We coordinate our work with experienced settlement and community partners, we build programs in collaboration with educational and training experts, and we engage sector employers and corporate partners in everything we do. This year, we demonstrated that our model can be easily adapted and leveraged to rapidly respond to emerging needs, new industries and new client groups.

Thank you to our funders who have worked with us to make all our services possible this year: the Ontario Ministry of Advanced Education and Skills Development; Ontario Ministry of Citizenship and Immigration; Immigration, Refugees and Citizenship Canada; Employment and Social Development Canada; Ontario Ministry of Economic Development and Growth; City of Toronto, Employment and Social Services; Ontario Trillium Foundation and the United Way Toronto & York Region. Thank you to our corporate partners who stepped up, guided and participated in our programs and events, provided financial support and best of all, hired thousands of our talented job seekers! Thank you to our Board of Directors who provided incredible leadership and were engaged so completely in our passion and our work. Finally, thank you so much to our wonderful staff whose commitment and tireless work for our clients and employers made every success possible.

I now invite you to read our 2016-2017 Annual Report: Expanding our Impact. You'll read stories of our clients who are now employed and contributing members of our communities. You'll also read about our employer partners that are leading the way for others in creating a workforce that reflects the diversity of Canada's population. Please enjoy this year's report and, as a member of our community, thank you for being a part of our important work.

**"While maintaining our strong record of excellence in our core employment services, we established ourselves as key contributors to new spheres of service and impact."**

# Delivering Results

25 TAILORED EMPLOYMENT PROGRAMS

**25 000+** Job seekers served through in-person and online services

## EMPLOYMENT ONTARIO

**5 LOCATIONS**  
ACROSS THE GTA

**2000+** WORKSHOPS  
OFFERED IN-PERSON  
AND ONLINE

**NEARLY 70 000**  
ON-SITE VISITS  
BY JOB SEEKERS

**98% OF CLIENTS**  
RECOMMEND OUR  
PROGRAMS &  
SERVICES

*Based on clients surveyed*



**86% OF CLIENTS FOUND EMPLOYMENT  
OR ACHIEVED TRAINING OBJECTIVE**

**20 JOB FAIRS**

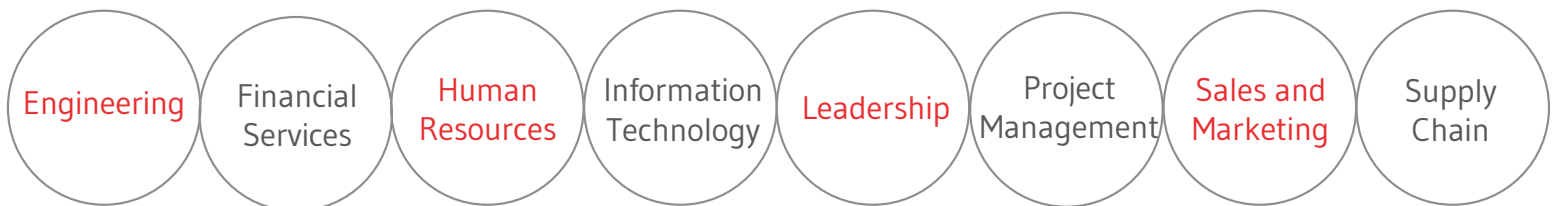
**117 SPEED MENTORING® EVENTS**

*(including Speed Mentoring en Français)*



## BRIDGE TRAINING PROGRAMS

Sector-specific employment programs for internationally trained professionals:



**82%** of participants are employed in their field within one year of program completion

# Client Profile

## 75%

of ACCES clients are newcomers to Canada



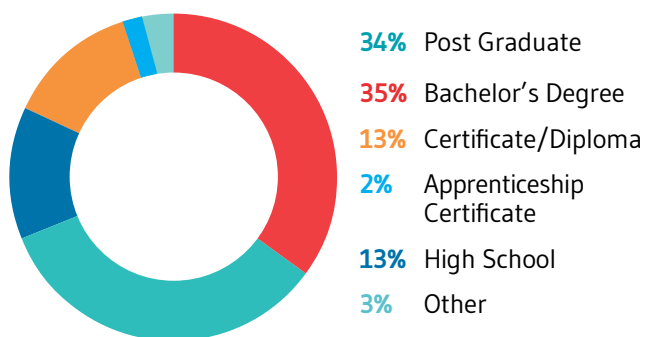
## TOP 10 COUNTRIES OF ORIGIN

- |             |                |
|-------------|----------------|
| 1. INDIA    | 6. BANGLADESH  |
| 2. PAKISTAN | 7. NIGERIA     |
| 3. CHINA    | 8. PHILIPPINES |
| 4. IRAN     | 9. JAMAICA     |
| 5. SYRIA    | 10. SRI LANKA  |

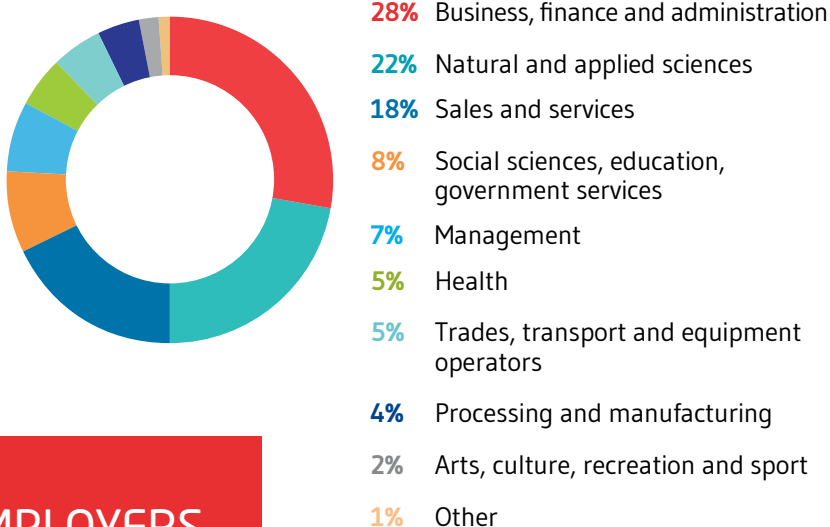
## 90 LANGUAGES SPOKEN INCLUDING:

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

## EDUCATION LEVEL



## SECTORS OF WORK



WE WORK WITH OVER 2200 EMPLOYERS

# Expanding Our Services

## LOCAL

### CORE

#### Employment Ontario

Offered at all 5 ACCES locations to support job seekers to find meaningful employment. Services include resource centres, individual counselling, group workshops, and placement services.

**6192 case managed clients served**

### CORE

#### Youth

Through Employment Ontario, we provide customized programs and support to youth including our Youth Job Connection and Youth Job Link.

### NEW!

Employment Connections for Newcomer Youth was launched.

In addition, we expanded our capacity to serve youth through existing programs.

**4685 youth supported | 88% employment rate upon completion of Employment Connections for Newcomer Youth**

### CORE

#### Bridge Training Programs

8 Bridge Training programs offered at ACCES, providing Internationally trained professionals sector-specific employment support.

**1077 Internationally-trained professionals served**

### CORE

#### Entrepreneurship

In partnership with the Business Development Bank of Canada (BDC), we are expanding Entrepreneurship Connections nationally to support newcomer entrepreneurs in major cities across Canada.

### NEW!

**107 newcomer entrepreneurs served | national pilot offered in Ottawa | 9 national cohorts across Canada in 2017/2018**

## NATIONAL

### NEW!

#### Online

e-ACCES provides job seekers with information, resources, and interactive tools to help them prepare for and achieve career success in Canada.

**Accenture Global Grant | 5000 job seekers served online  
42 virtual events**

## INTERNATIONAL



**CORE****Speed Mentoring®**

Speed Mentoring® provides newcomers the opportunity to meet and network with professionals in their field who provide sector-specific information and advice.

**117 Speed Mentoring® events**

**NEW!**

Speed Mentoring® en Français introduced to support francophone newcomers in cities across Ontario.

**171 bilingual mentees participated | 149 mentors recruited**

**CORE****Women's Programs**

Through Employment Ontario and our START Customer Care program we support women job seekers to prepare for employment.

**NEW!**

In partnership with TD, we launched Empowering Women, a program that provides newcomer women with the skills and confidence to succeed.

**11 042 women served | 65+ newcomer women supported through Empowering Women.**

**NEW!****Refugees**

Three new programs developed to address the unique needs of refugees: Employment Connections for Newcomer Youth; Construction Trades Program; Entrepreneurship Connections for Syrian Refugees.

**3 new programs | 2 large-scale job fairs  
1073 refugees served**

**NEW!****Trades**

The Construction Trades Program was launched to support Syrian refugees in obtaining good jobs in trades. The program includes services in the following areas: language, pre-apprenticeship, employment and settlement.

**118 assessed | 46 completed industry-relevant language training | 25 completed pre-apprenticeship training**

**CORE****Language Training**

Enhanced language training programs and our bridge training programs support newcomers with workplace communication skills.

**410 clients participated in language services**

**NEW!**

Enhanced our Talk English Café™ program to include online sessions available to newcomers across Canada.

**1464 clients participated**

**NEW!****Online, Pre-Arrival**

Canadian Employment Connections is a new pre-arrival program for job seekers approved to land in Canada. This program serves newcomers in their home countries through online services and supports.

**1196 newcomers served at the pre-arrival stage**



# Walk of Fame Awards

This year's Walk of Fame Award winners are leaders in their industry who have gone above and beyond to provide new opportunities for ACCES Employment and our clients. To celebrate our expanded service delivery, we are recognizing four businesses that have worked closely with ACCES and have helped us to deepen our impact in the following four areas.

*Award Categories:*

**Pre-Arrival**  
**Construction Trades**  
**Entrepreneurship**  
**Youth**

## **Pre-Arrival Award Winner**

### **Amazing Print Tech**

*The Canadian Employment Connections program provides newcomers with valuable services and support before they arrive in Canada. Many participants are able to start their first job in Canada just days after landing. The success of our pre-arrival job seekers depends on progressive employers like Amazing Print Tech, to engage candidates early in their job search. Employers who tap into the pre-arrival pool have early access to top candidates.*

Amazing Print is a leader in print software technology. As a pioneer in such a specialized field, finding talent is a perpetual issue. Slava Apel, CEO of Amazing Print Tech says, "It's very rare to find someone with knowledge of the print sector who is also a software developer."

When a Job Developer from ACCES approached Slava with a candidate that met his specific needs, Slava was keen to meet her through online technology. Japsimran was approved for immigration to Canada but was still in the pre-arrival stage in her home country. Slava conducted interviews through video conferencing and was impressed that Japsimran's skills and experience were exactly what he was looking for. Slava offered Japsimran the role of Software Developer while she was still in India, allowing her to start her new job just days after arriving in Canada.

**"Hiring someone through ACCES who is already approved to land in Canada was such an easy process. The candidate matched our skill requirements and is a great fit with our team. If given an opportunity, I will hire at the pre-arrival stage again."**

**Slava Apel**  
CEO, Amazing Print Tech



## Pre-Arrival Success Story

### Prasad Kamat

*Canadian Employment Connections Alumni*

Prasad Kamat anticipated that the job search process in Canada would be very different from what he was familiar with in his home country. For him, the Canadian Employment Connections pre-arrival program gave him a head start on his job search before he even arrived. He quickly realized how important this program would be to his overall success. It prepared him for what to expect and provided valuable employer connections.

The team at ACCES presented Prasad with a job opportunity directly related to his expertise. His polished resume impressed the employer, and just days later he was on a video conference with the President of the company. He was offered a position as a software developer - which he happily accepted.

Prasad arrived in Canada on July 6<sup>th</sup> and he started his first job in Canada just five days later. "I'm so lucky this opportunity came through and I had a job lined-up before I landed here in Toronto," says Prasad, who is now working as a Software Developer at Solufy Technologies.

**"I'm so lucky this opportunity came through and I had a job lined-up before I landed here in Toronto."**







## Construction Trades Award Winner

### LiUNA Local 506

*ACCES Employment relies on partners like LiUNA Local 506 Training Centre to provide our job seekers with accurate industry knowledge, training and job opportunities. This collaborative approach to service delivery ensures clients are receiving a range of services that respond to their full needs, including job preparation, hands-on training, and certifications that employers look for. LiUNA has been an exemplary partner throughout the launch, development and delivery of the new Construction Trades Program for newcomers.*

LiUNA Local 506 and ACCES Employment first connected by way of the Syrian Jobs Agenda Roundtable. The focus of this group is to develop and implement specialized initiatives to help refugees find good jobs. LiUNA could provide the necessary training, but they needed a partner that could build a program that would prepare these newest arrivals for employment in the local job market. ACCES Employment's demonstrated expertise in employment preparation was apparent, making them an ideal partner in this collaboration.

Leaders at LiUNA and ACCES developed a program that would respond to the needs of refugees while preparing them for the expectations of the construction industry in Canada. Ted says, "ACCES is a phenomenal partner. They bring expertise and experience in employment services that we simply cannot provide. We couldn't do this on our own. We've seen real success early on in the program. This collaboration has allowed many refugees to find the right path to a long-term career in the trades".

**"We've seen real success early in the program. This collaboration has allowed many refugees to find the right path to a long-term career in the trades."**

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





## **Construction Trades Success Story**

### **Ahmed Ebrahim**

*Construction Trades Program Alumni*

Ahmed Ebrahim was a refugee from Syria who arrived in Canada in early 2016. He has extensive work experience in construction and was looking for similar work here in Canada. "I tried to find a job on my own, but I was told that I needed to get certain certificates in order to be considered," says Ahmed. He learned about the Construction Trades Program through connections in his community here in Toronto. Ahmed joined the program and received the necessary training and certificates in workplace safety that all employers require. He also completed a four-week pre-apprenticeship with the Ontario Masonry Training Centre.

"Before this program, I did not know about all the training needed to work on a construction site in Canada," says Ahmed, "after joining the program and acquiring those certificates, I was able to secure a decent job that provides for my family." Ahmed is now working as a Concrete Finisher with an employer who recognizes and appreciates his past experience. Ahmed is eager to continue learning and gaining more experience to one day start his own business.

**"Before this program, I did not know about all the training needed to work on a construction site in Canada."**

## Entrepreneurship Award Winner

### Simonyan Consulting

*Armine Simonyan completed the Entrepreneurship Connections program in 2014. At that time, she set-up her business, Simonyan Consulting, to provide environmental and social impact assessments, and ensure compliance with local regulations. Armine's successful business reflects her vast experience and strong connections in the industry. Companies who had worked with her in the past were now contracting Armine to provide consulting services for their businesses.*

While Armine participated in the Entrepreneurship Connections at ACCES, she created a B2B network of newcomer-owned companies and she continues to connect with them all. She knows entrepreneurship can be an attractive option for newcomers who want to ensure they fully utilize their international skills and experience. She experienced this herself and is passionate about ensuring bright opportunities for other newcomers like her.

With Armine's deep understanding of the needs of newcomer entrepreneurs, she now sits on the Advisory Committee for the Entrepreneurship Connections program to ensure other program participants gain the support needed to launch a successful business in Canada.

**"Now that my business is progressing, I hope to mentor other newcomer entrepreneurs so that they can learn from my experience. I remember how difficult that beginning stage was for me. I want to help others overcome those challenges."**

**Armine Simonyan**  
Owner, Simonyan Consulting







## **Business Development Bank of Canada**

### **Sponsor and Delivery Partner, Entrepreneurship Connections**

BDC has been a committed and enthusiastic partner in the development and delivery of ACCES Employment's Entrepreneurship Connections program, from the initial pilot up to the recent national expansion of the program. BDC collaborates with ACCES to help newcomers achieve their goals of entrepreneurship in Canada. This year, our Entrepreneurship Connections program was expanded in two ways. The program model was adapted to meet specific needs of entrepreneurial Syrian refugees arriving in Canada and BDC facilitated tailored sessions in Arabic.

Also, we had the opportunity to expand our program delivery to communities across Canada and BDC quickly supported our first pilot in Ottawa.

Through our continued collaboration with BDC, ACCES will now offer the Entrepreneurship Connections program to newcomers across the country. BDC is a supportive and willing partner and their team's passion to support entrepreneurs is demonstrated through their on-going commitment to the program.

**"BDC is honoured to be  
a founding partner of  
ACCES Employment's  
Entrepreneurship Connections  
program. It's been an  
incredible journey."**

**Ellen Austin**  
*HR Business Partner, BDC*





**“The success of our partnership is evident in the number of youth ACCES has been able to positively impact.”**

**Pam Fabisiak**  
*Sponsorship and Community Investment Manager,  
Tangerine*

**Lyndsay Alves**  
*Community Investment Lead, Tangerine*

## **Youth Award Winner** **Tangerine**

*ACCES Employment is pleased to recognize Tangerine for their sponsorship and volunteer support towards helping ACCES Employment expand our specialized services for youth.*

Since 2015, ACCES Employment is one of Tangerine’s #BrightWayForward community investment partners. For Tangerine, this means more than just making a financial contribution. Tangerine employees regularly volunteer as mentors to our clients which allows them to gain a deeper understanding of ACCES’s mission and service delivery objectives. For the past two years, Tangerine has been the lead donor of our annual World of Difference Fundraising Campaigns, which have focused on raising funds to enhance our services for youth.

The choice to invest in ACCES stems from the broader goal of community investment at Tangerine; to inspire self-esteem, teamwork and leadership, and encourage a sense of belonging and acceptance. “Our two organizations are well aligned; we want to empower Canadians,” says Lyndsay Alves, Community Investment Lead at Tangerine. This commitment to volunteerism ensures that Tangerine’s pledge to community investment is experienced and understood throughout all facets of their business. At ACCES, we embrace this partnership with Tangerine as an opportunity for collaborative impact.





## Youth Success Story

### Ameer Al-Khafajy

*Employment Connections for Newcomer Youth Alumni*

Ameer Al-Khafajy landed in Canada as a refugee from Iraq. He was just a month into his life in Canada when he came to ACCES Employment. He knew very few people and had no idea how to navigate a job search in his new home country.

As a young refugee, Ameer joined the Employment Connections for Newcomer Youth program, where he learned valuable job search skills and gained a better understanding of employer expectations in Canada.

Through ACCES, Ameer was invited to a networking event with hiring managers from Starbucks. Later that week he was scheduled for an interview with a local manager, and soon after, Ameer received training and a job offer to become a Barista at Starbucks.

## Youth Success Story

### Heyishi Zhang

*Youth Job Connection Alumni*

Heyishi Zhang is a young professional in the early stages of her career. Prior to coming to ACCES, she was anxious and lacked confidence in pursuing her professional goals. She joined the Youth Job Connection (YJC) program where she found knowledgeable ACCES staff and a group of other young people in a similar situation. Heyishi says, "I knew the basics of job search, but it all seemed very daunting until I came to the YJC program."

For Heyishi, the most intimidating part of her job search was networking - she knew it was important to find opportunities but she was very uncomfortable with it. Through preparation and practice, Heyishi developed her ability to connect with employers and other professional connections.

Acting on what she learned through the program, Heyishi leveraged an existing relationship to find a customer service role at a local retailer. She also volunteers as a Peer Youth Leader with Asian Canadian AIDS Services where she exercises her networking skills to engage guests for their podcast. She continues to build a network in the film industry where her passion and skills lie.

**"I knew the basics of job search, but it all seemed very daunting until I came to the YJC program."**



# Special Thanks

## Funders

**Ministry of Advanced Education and Skills Development (MAESD)**

**Ministry of Citizenship and Immigration (MCI)**

**Immigration, Refugees and Citizenship Canada (IRCC)**

**Ministry of Economic Development and Growth (MEDG)**

**City of Toronto Employment & Social Services**

**United Way Toronto & York Region**

**Ontario Trillium Foundation**

**Employment and Social Development Canada (ESDC)**

## Sponsors and Donors

Accenture  
Aldgate Construction Inc.  
Canadian Immigrant  
Career Connections  
CIBC Community Investment  
CIBC Mellon  
Collège Boréal  
Competitive Computing Consultants Inc.  
Crosslinx Transit Solutions  
C&D Graphic and Technologies  
Desjardins Financial Security Independent Network  
Engage HR  
Euphoria Workforce Solutions  
Gandy Associates  
Greater Toronto Airport Authority  
Immigrant Access Fund  
Monster  
Moore McLean Insurance  
Ontario Society of Professional Engineers  
OTEC  
Peak Associates Ltd.  
PricewaterhouseCoopers Canada Foundation  
Professional Engineers Ontario  
RBC Foundation  
RBC Royal Bank  
Ryerson University: The G. Raymond Chang School of Continuing Education  
Salesforce Foundation  
Seneca Faculty of Continuing Education and Training  
Sigma Promotions  
Tangerine  
TD Bank Group  
The Canadian Project  
Trinity Tech Inc.

## Lead Sponsors

**Accenture**  
*Global Grant, IT Connections*  
**Business Development Bank of Canada (BDC)**  
*Entrepreneurship Connections*  
**BMO Financial Group**  
*Speed Mentoring®*  
**CPA Ontario**  
*Event Series*  
**Deloitte**  
*World of Difference fundraising campaign*  
**Tangerine**  
*World of Difference fundraising campaign*  
**TD Bank Group**  
*Empowering Women, Talk English Café™*  
**Greater Toronto Airport Authority (GTAA)**  
*Job Fair for Highly Skilled Professionals and Newcomers to Canada*

## Community Partners

Afghan Women's Organization  
Agincourt Community Services Association  
Aisling Discoveries Child and Family Centre  
Arab Community Centre of Toronto  
Brampton Library  
Brampton Multicultural Community Centre  
Brampton Board of Trade  
Brands for Canada  
Caledon Community Services  
Canadian Supply Chain Sector Council  
Catholic Crosscultural Services  
Care for Nurses  
Career Edge Organization  
Centennial College  
Centre for Education & 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  
East Scarborough Storefront  
Family Services of Peel  
George Brown College  
Hire Immigrants  
Hire Immigrants Ottawa (HIO)  
HRPA  
Humber College  
ICTC  
Immigrant Access Fund  
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

## Board of Directors

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**Gayle Takahashi**  
*Career Development Practitioners' Certification Board of Ontario*  
**Janet Krstevski**  
*Accenture Canada*  
**Lucille D'Souza**  
*Royal Bank of Canada*

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 Project  
Region Of Peel  
Ryerson University; The G. Raymond Chang School of Continuing Education  
Scarborough Housing Help Centre  
Scarborough Women's Centre  
Seneca College Faculty of Continuing Education and Training  
Settlement Assistance and Family Support Services  
Sheridan College  
St. Stephen's Employment & 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

# Financial Statements

As at March 31, 2017

## Accessible Community Counselling and Employment Services (A.C.C.E.S.)

Statement of Financial Position

	2017	2016
<b>Assets</b>		
Current		
Cash and cash equivalents (Note 2)	\$ 2,656,740	\$ 2,488,818
Contributions receivable	1,076,707	1,270,127
HST receivable	127,101	449,066
Prepaid expenses	355,591	100,080
	<u>4,216,139</u>	<u>4,308,091</u>
Capital assets (Note 3)	791,076	787,917
	<u><b>\$ 5,007,215</b></u>	<u><b>\$ 5,096,008</b></u>
<b>Liabilities</b>		
Current		
Accounts payable and accrued liabilities	\$ 1,557,809	\$ 1,373,248
Deferred contributions (Note 4)	1,419,119	1,886,346
Deferred contributions—capital assets (Note 5)	175,293	61,030
	<u>\$ 3,152,221</u>	<u>\$ 3,320,624</u>
<b>Net assets</b>	<u>\$ 1,854,994</u>	<u>1,775,384</u>
Commitments (Note 6)	<u><b>\$ 5,007,215</b></u>	<u><b>\$ 5,096,008</b></u>

## Accessible Community Counselling and Employment Services (A.C.C.E.S.)

Statement of Revenue, Expenses and Changes in Net Assets for the Year Ended March 31, 2017

	2017	2016
<b>Revenue</b> (Schedule 1)	\$ 19,570,922	\$ 16,527,918
<b>Expenses</b>		
Amortization of capital assets	363,956	388,054
Bank charges and interest	26,740	29,075
Building occupancy	1,378,354	1,320,927
Consulting and other purchase services	48,533	80,744
Insurance	45,474	39,786
Licenses and dues	3,997	7,230
Office equipment rental and repair	99,027	116,182
Office supplies and resource material	366,279	336,306
Professional fees	115,033	75,305
Program delivery services	2,454,595	1,850,229
Promotion and publicity	96,945	134,330
Salaries and benefits	11,488,285	10,004,886
Staff development	85,646	102,580
Telephone	98,957	83,918
Training supports and subsidies	2,736,939	1,837,893
Transportation	82,552	74,847
	<u><b>19,491,312</b></u>	<u><b>16,482,292</b></u>
<b>Excess of revenues over expenses</b>	<u>\$ 79,610</u>	<u>\$ 45,626</u>
<b>Net assets, beginning of year</b>	<u>\$ 1,775,384</u>	<u>\$ 1,729,758</u>
<b>Net assets, end of year</b>	<u><b>\$ 1,854,994</b></u>	<u><b>\$ 1,775,384</b></u>

\*The financial statements also include other schedules and footnotes that are integral to the report as a whole. The full report is available upon request.



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