

More
than just a
Job

ANNUAL REPORT 2013 | 2014

More than just a Job

More than just numbers, survival, and meeting basic needs, a job represents the opportunity to realize your potential, to build a future and a career, and it allows you to contribute to the wellbeing of your family, community and country.

Companies look for employees who do more than just their job. They look for people they can invest in because human capital is the backbone of their business. Employers hire people who will contribute to the overall success of their company in the long term.

ACCES Employment is a leader in providing employment services to job seekers and employers in the Greater Toronto Area. Last year, we met over 16 000 job seekers who are all looking for the opportunity to be successful in Canada and to achieve their personal and professional goals.

In our 2013-2014 Annual Report, we consider the importance of meaningful work through the stories and perspectives of our job seekers and our employers. For ACCES Employment, connecting individuals with the right job is our first priority, and we are pleased to have the opportunity to share with you what we have achieved over the past year.

Our Vision

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

Our 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.

CONTENTS

LEADERSHIP MESSAGE	4
---------------------------	----------

THE STORY OF OUR JOB SEEKERS	6
-------------------------------------	----------

<i>Giving Back to Society</i> Dr. Velmu Thavasi	10
<i>Creating a Future for My Family</i> Flavia Torres	11
<i>Pursuing a Career in Canada</i> Ryan Brandford	12
<i>Persistence and Focus</i> Nimmy Martin	13
<i>Connecting with Community</i> Hamid Deljoo	14
<i>Realizing My Potential</i> Gergana Nedkova	15

THE STORY OF OUR EMPLOYERS	16
-----------------------------------	-----------

<i>2014 Walk of Fame Winners</i>	
<i>The Future of Canada's Talent Base</i> CIBC 2014 Employer of Distinction	20
<i>Growing a Company with New Canadian Talent</i> Creative Graphics & Monet Inc.	21
<i>Supporting Newcomers to Succeed in Canada</i> Par-Pak Ltd.	22
<i>Recognizing the Potential of New Canadians</i> AdvancePro Technologies	23
<i>Giving New Canadians their First Opportunity</i> Miratec Inc.	24
<i>Building a Workforce that is Both Diverse and Inclusive</i> Deloitte	25

SPECIAL THANKS	26
-----------------------	-----------

FINANCIALS	27
-------------------	-----------

2014 LEADERSHIP REPORT

MORE THAN JUST A JOB

Here at ACCES, we are motivated and driven by the personal and professional stories of our job seekers. Speaking to them each day, we hear the reasons why they have chosen to come to Canada, their courage and their fears, and most of all, their goals for a successful career and life. These stories have a common thread – each one communicates the importance of finding a “good job” that will help individuals to achieve their life goals, support their families, and give back to their communities. Each story challenges us to help job seekers secure employment that reflects their experience, expertise and goals. We know that it is always “more than just a job” for our clients. At ACCES, we realize the value of meaningful work and jobs that offer individuals the opportunity to achieve success in their lives.

In 2013-2014, we welcomed over 16 000 individuals to our five locations, over 80% of whom are new to Canada. From our experience, we know that immigrants to Canada face a consistently higher rate of unemployment. 11.2% of new Canadians are unemployed (who have been here fewer than five years) compared to 5.9% of Canadians overall (Statistics Canada, 2013). They are also significantly less likely to be working in their field. Only 24% of immigrants work in the profession for which they are trained, compared with 62% of Canadians overall (Statistics Canada, 2010). Our programs and services have the ultimate goal of changing the reality of these statistics. As such, the work that we do is two-fold: finding jobs for our clients, and at the same time, ensuring that the jobs reflect their experience and field of work. For us, challenging these statistics begins with a focus on serving clients as individuals, providing customized programs and services, and working closely with employers that share our goals of creating a diverse workforce in Canada.

CREATING THE CONDITIONS FOR SUCCESS

Our model of service delivery at ACCES Employment has been continuously adapted and refined over the years. We have ensured that we are responsive to changes in various industries, are knowledgeable and well connected

with employers to ensure the relevance of our programs, and are ready for policy changes that will affect our programs and services in the future. Continuously adapting and updating our programs and services ensures that we are ready for change.

In our nearly 30 years of experience in the employment services sector, we have learned that fostering job retention and meeting the overall career goals of individuals means that we have to customize and tailor our support – to both the client and the employer – to address their specific needs. Our programs ensure that job seekers are equipped with knowledge and new skills that enhance and support their career progress in Canada.

We also work in collaboration with our community partners, CASIP (Consortium of Agencies Serving Internationally-trained Persons), TRIEC (Toronto Region Immigrant Employment Council), and settlement agencies to support the overall integration and settlement of newcomers and their families. By working together, we can look for new ways to achieve our common missions and make a collective impact on the successful integration of new Canadians into the communities that we serve.

We would like to thank our funders for their support of our services and program model. We thank the Ministry of Training, Colleges and Universities, the Ministry of Citizenship, Immigration and International Trade, Citizenship and Immigration Canada, the City of Toronto and United Way Toronto for their continued confidence in our work. We also thank our growing list of sponsors and donors for their support of our programs and services and their commitment to our mission of achieving a diverse workforce in Canada.

BUILDING STRATEGIES FOR GREATER INTEGRATION

Recent immigration policy changes have been implemented to establish greater employer engagement and to ensure a better fit between the skills of new Canadians and the jobs that will

be available in Canada. Changes to the Federal Skilled Worker program will mean the acceptance of over 25 000 applications in 50 pre-identified professions in the coming year. The proposed Express Entry system (upcoming in 2015) will allow Canada to actively recruit, assess and select skilled immigrants under several federal economic immigration programs (Citizenship and Immigration Canada, 2014). At the provincial level, the newly introduced Canada Job Grant is an employer-driven approach to help Canadians gain the skills and training they need to fill available jobs (www.actionplan.gc.ca).

These changes reflect efforts to increase the relevance of training and programs that are available to immigrants and all job seekers and to ensure a greater match between the skills and positions needed by employers and the expertise that skilled newcomers bring to Canada. This is important for building a strong economy, however we must remember that there are many other vital contributions that immigrants and their families bring to Canada that are essential to the prosperity of our cities and our country overall. There are also additional supports and training required in order to ensure job seekers successfully integrate into their communities and the Canadian workforce. It is our collective responsibility, as service providers, as government, and as employers to ensure that the full potential of these individuals are realized.

IT'S A TWO-WAY STREET

ACCES Employment's employer engagement strategy is a cross-cutting and overarching approach consistent across all of our programs. We recognize that employers are also our customers and that meeting their specific needs is critical to ensuring job seekers are placed in the right roles and are set up for future success and growth.

Our organization is a proven example that employers must be involved and connected with employment and training services that are offered to job seekers. This is vital to the effectiveness of our programs and the results and success that we have been able to achieve. We have learned that service providers need to operate with real knowledge of workplaces, and conversely, employer-targeted initiatives should consider the value of job seeker service delivery experience. At ACCES Employment, we recognize the importance of building real and mutually-beneficial

connections between employers and job seekers. Working with over 1000 employers across the GTA, we engage their support to ensure the practical relevance of our sector specific programs, to hire and recruit qualified job seekers for their workplaces, and to mentor and provide valuable career and job search advice to our clients. Jobs are always a "two-way street" where job seekers and employers are connected. ACCES Employment ensures that opportunities are created for these connections to be meaningful and successful.

IT'S ABOUT MAKING AN INVESTMENT FOR THE FUTURE

Each job search consultation, workshop attended, program completed, job placement, interview with an employer and successfully employed individual represents a return on the investment that our funders, sponsors and supporters have made. ACCES Employment is the conduit that helps individuals to find employment, and in return, they are able to invest in the success of their families and their future.

We see the immediate rewards of our work in the success stories that we hear from our clients, and in the employers that have shared their positive experiences of our services. Perhaps less immediate are the long-term benefits of our programs, the ones that involve measuring what each new Canadian is able to contribute to their communities, our economic wellbeing, and their potential for investing (both socially and financially) in their lives in Canada. Yet, these are the successes that count, these are the real results of our work.

In our 2013-2014 Annual Report, we share our successes for this past year knowing that each individual story represents a future success for our communities and our country.



Allison Pond
Executive Director



Dauna Jones-Simmonds
Chairperson

The Story of Our Job Seekers

OUR CHALLENGE



11.2%

of immigrants who have been here less than five years are unemployed, compared to **5.9%** of Canadians overall

(Statistics Canada, 2013)

With nearly 30 years of experience in the employment services sector, we recognize the continued challenges that new Canadians face in their job search. Over 80% of our job seekers are new to Canada. Some may require support with language and communication issues, while others may need to learn more about Canadian workplace culture.

New Canadians Employed in their Field

Only
24%

of foreign-educated immigrants were working in the profession for which they trained

compared to
62%

of Canadian-born employees

(Statistics Canada Report, 2010)

Many new Canadians also arrive in Canada without a professional or personal network to rely on. We help them to start building these connections and accessing the “hidden” job market with programs that incorporate networking as a key component.

Our services and programs are specialized in meeting the needs of job seekers and creating the foundation for successful careers.

OUR WORK

Employment Ontario (our core services) assists job seekers with securing sustainable employment by providing job search services and programs. These services include: resources and information, employment counselling, a series of job search workshops, job development and placement, and job retention. This year, we also introduced Ontario's youth job strategy through the youth employment fund.

Total Workshops
(1 year, 5 locations):

3 404

Total Workshop
Participants:

18 455

Total Visits
(1 year, 5 locations):

68 273

Total job seekers across five locations:

16 000



OUR ACHIEVEMENTS

✓ **86%** of our
Employment Ontario clients
find employment or achieve
their training objectives.

✓ **99%** of our clients
are satisfied with our
services and programs.

✓ **83%** of graduates
from our sector-specific
bridging programs find
employment in their field
within one year.

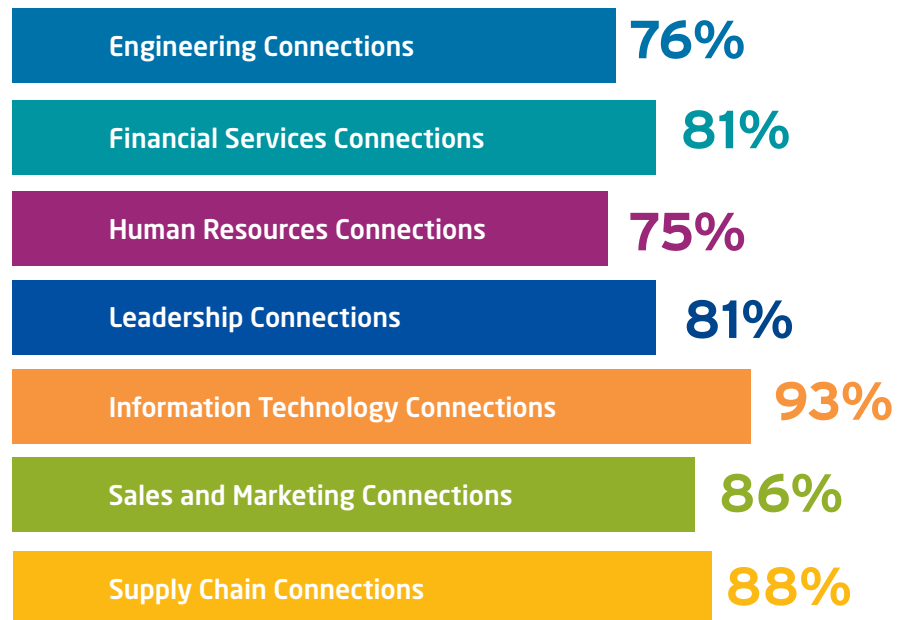
This year, we continued to meet and exceed our targets for helping job seekers to find employment or achieve their training objectives.

ACCES Employment continues to be a leader in our sector, providing quality employment services and programs to job seekers in the province. Our success is based on a strong customer focus and recognizing that each individual has unique experiences, knowledge and skills. Our programs are customized and have highly successful results.

In addition to the core services we offer through our Employment Ontario program, we have also developed sector-specific expertise and employer connections through our bridging programs.

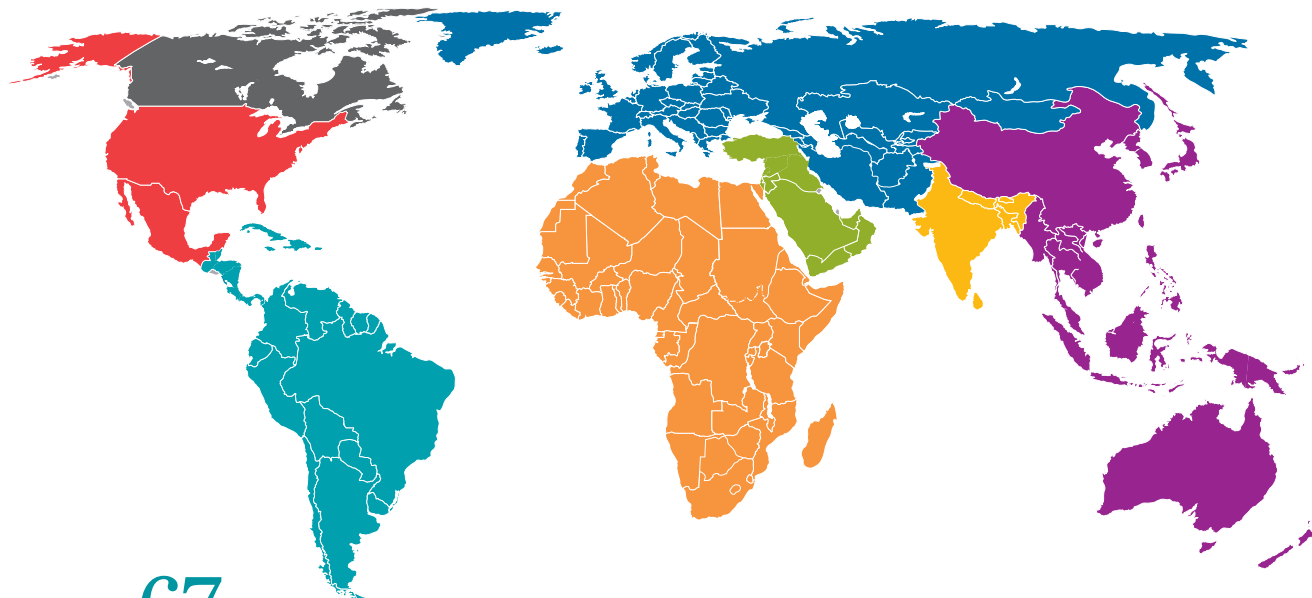
ACCES EMPLOYMENT BRIDGING PROGRAMS

ACCES Employment's bridging programs support professionals who are new to Canada with finding employment in their field that reflects their previous work experience. The programs are funded by the Ministry of Citizenship, Immigration and International Trade and Citizenship and Immigration Canada. The results indicated here represent the percentage of program participants employed within one year of completing the program.



SUPPORTING DIVERSE JOB SEEKERS

Our job seekers are highly diverse, come from over **120 countries**, and speak **67 languages**.



67

LANGUAGES SPOKEN

Albanian	Kurundi
Amharic	Macedonian
Arabic	Malayalam
Armenian	Mandintou
Assyrian	Marathi
Bengali	Nepali
Bulgarian	Other
Burmese	Pashto
Cantonese	Persian
Chinese	Polish
Creole	Portuguese
Croatian	Punjabi
Czech	Pushto
Dari	Romanian
Dutch	Russian
English	Serbian
Farsi	Shona
Filipino	Sinhalese
French	Slovak
German	Somali
Greek	Spanish
Gujarati	Swahili
Hebrew	Tagalog
Hindi	Tamil
Hungarian	Telugu
Igbo	Thai
Indonesian	Tibetan
Italian	Tigrina
Japanese	Turkish
Kannada	Ukranian
Kazakh	Urdu
Konkani	Uzbek
Korean	Vietnamese
	Yoruba

Regions

	2012-2013	2013-2014
Africa	7%	6%
East Asia & Pacific	18%	13%
Europe	7%	7%
Latin America & Caribbean	11%	10%
Middle East	5%	8%
North America & Other	20%	25%
South Asia	32%	31%

MALE

53%



FEMALE


47%



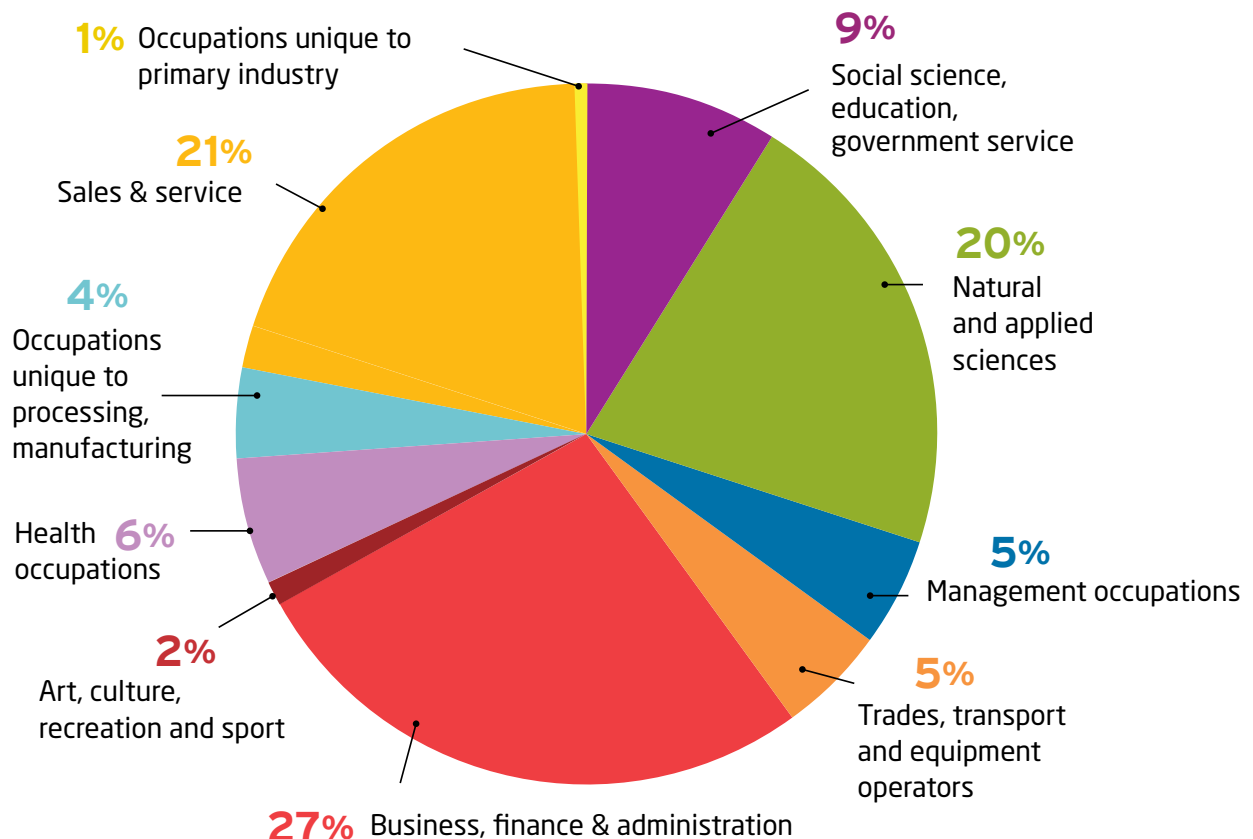
The majority of our job seekers are new to Canada, speak a second language, are highly educated and represent a variety of different sectors of work.

In order to effectively serve our job seekers, we ensure that our staff reflect this diverse community. ACCES staff speak 57 different languages and are as diverse as the new Canadians that we serve.

Our programs and services also have the primary goal of complementing existing experience and education, not duplicating it. We recognize the value of the experience and education that new Canadians bring to the country and the importance of maximizing their potential in Canadian workplaces.

EDUCATION	
 OVER 81% of our Job Seekers have a Post-Secondary Education	
<i>Level of Education:</i>	
Post Graduate - University	28%
Bachelor's Degree - University	35%
Certificate/Diploma - College	18%
Applied Degree	1%
Certificate of Apprenticeship	1%
High School	16%
Elementary School	1%

SECTORS OF WORK





More than just a Job

“Giving back to society”

Dr. Velmu Thavasi

Founder and Director, Bageneff Inc., Entrepreneurship Connections

Dr. Velmurugan (Velmu) Thavasi arrived in Canada with his family in May 2013. An accomplished scientist with internationally recognized expertise in nanotechnology, Velmu was planning to apply his expertise in Canada as a consultant, and also by commercializing several patented innovations. Participating in the Entrepreneurship Connections program opened a door for Velmu: “It turned me from a scientist into an entrepreneur!” Through the program, Velmu has been matched with a mentor with expertise in research commercialization and deep knowledge of the province’s innovation and entrepreneurship ecosystem. Since starting his own business, Velmu has successfully landed his first client - a leading international automotive additives supplier.

ON COMING TO CANADA

“My decision to come to Canada was both personal and professional. I want my children to experience the multiculturalism of Canada and to live in an advanced economy to build their lives and their careers. As a professional, I wanted to open up opportunities for myself and to apply my expertise in nanotechnology to significantly reduce energy consumption for automotive and process industries.”

“For me, a job is not just something that I do, but something I am passionate about. My work should also be useful to society and make a contribution. I should get satisfaction from my job, and also, from the knowledge that I am able to give back to Canada.”

“Once I started working, I knew I could start building a future – buying a house, planning vacations, and saving for my children’s education. My job was the start of the ‘big picture’, a life I wanted to start for my family. I felt a real sense of relief once I found a meaningful and relevant job.”

“Creating a Future for My Family”

Flavia Torres

Environmental Affairs and Safety Specialist (at a global cosmetics company), Engineering Connections

When Flavia arrived in Canada from Venezuela she knew she would have some work ahead of her to translate her engineering experience to a job in Canada. She reached out to different professional associations, educational institutions and community agencies to start addressing the gaps in her qualifications. Flavia was referred to ACCES Employment where she enrolled in the Engineering Connections program. The program became an opportunity for her to connect with other newcomers in a similar situation, and also with other professionals in her sector. By the time Flavia started her job search she was very well prepared for the Canadian workplace. She was knowledgeable about her industry, Canadian workplace culture, and how best to present her skills and experience. Shortly after completing the Engineering Connections program at ACCES Employment, Flavia started working at a global cosmetics company as an Environmental Affairs and Safety Specialist. She is now working in a job that reflects her professional background and experience at a company that embraces multiculturalism.

ON COMING TO CANADA

“My husband and I are both skilled workers and we wanted to move to a country where we could contribute our talent and thrive as a family. After some research, we knew we could do that in Canada. We’re now connected to the community in Toronto and my kids are settling here. This is our family and our life – in Canada.”





“To me, a job is about self-fulfillment. It means being able to grow my network and finding greater success in the future. I want to use my knowledge and skills to help the company grow and the people around me to reach greater heights.”

“Pursuing a Career in Canada”

Ryan Brandford

Consultant, Deloitte, Leadership Connections

Ryan Brandford came to Canada with a background in financial consulting. When he arrived from Guyana, he was determined to work in his sector and to continue growing in his career. Ryan quickly realized that he really didn't know where to start in pursuing his career in a new country. While visiting his local bank, a staff person there recommended that he visit ACCES Employment. Ryan then came to ACCES for advice and guidance on finding work in his sector, and further, finding a job that was equivalent to his senior role in Guyana. Ryan was referred into the Leadership Connections program. Through the program, he was able to connect with key decision-makers in his industry through a series of networking and mentoring events. At a Speed Mentoring® event with Deloitte, he connected with one mentor who was interested in how his skills could match a current opening at the company. Ryan was successful in securing the role after several rounds of interviews. He is now working as a Consultant at Deloitte.

ON COMING TO CANADA

“When I arrived in Canada, I was determined to find a professional job where I could offer my skills. Once I found my job, I felt that I was able to grow as an individual and professional and to contribute to my community and Canadian society at large.”

“I never thought about a survival job, even when others told me it might be difficult, I didn’t change my goals. For me, a job was going to be something in my field that used my experience and education, this required me to set clear goals and to stay focused. I knew that if I could only get my foot in the door, I would be able to move up.”

“Persistence and Focus”

Nimmy Martin

Talent Acquisition Specialist, Randstad Canada, Human Resources Connections

Nimmy Martin had over 10 years of experience in recruitment before arriving in Canada from India. She was highly focused on finding work in her field and advancing her career. Once she arrived, she actively started her job search and learned about ACCES Employment’s Human Resources Connections program. She chose the program because it offered a time-efficient way to learn about the HR sector in Canada and to refine her knowledge about Canadian standards and legislation. Upon completing the program, she successfully secured paid employment as a recruiter for a small firm. The following month, she was contacted by a member of the HR Connections team - one of her target employers was looking for an intern and she would be given an interview opportunity. After being awarded the internship, Nimmy started in the role and shortly afterwards, she was offered a permanent role with the company. She is now a Talent Acquisition Specialist for Randstad Canada.

ON COMING TO CANADA

“It was a family decision to come to Canada, I came with my husband and my daughter. We moved to Canada to have a better lifestyle, career opportunities and to experience the benefits of a developed country. We considered a number of countries as possibilities, but ultimately chose Canada. We were here within six months.”





"Connecting with a Professional Community"

Hamid Deljoo

*Senior Application Software Developer,
BMO Financial Group, Talk English Café*

"For me, a job is about connecting with and being a part of a professional community. I am proud that I found a job in my field so quickly in Canada - I thought it would be much more difficult. I connected to a community of professionals through ACCES Employment and I now have friends from different cultures, all of whom have come to Canada with similar goals."

When Hamid Deljoo arrived in Canada, he had dreams of building a beautiful life here for his family. He was unsure about how he would pursue his professional goals as a developer and software designer. When Hamid was referred to ACCES Employment, he was impressed with the sector expertise, particularly in the Information Technology sector. For Hamid, the sector-specific Talk English Café classes were most useful in his job search. He was able to meet other internationally-trained professionals and share experiences, learn about Canadian workplace culture and discuss relevant topics for his job search. It was at one of these classes that Hamid met another IT professional that was working for BMO Financial Group. After their initial conversation, he referred him to a job opening at the company. Hamid applied and was later offered the position of Senior Application Software Developer. He recognizes the value of networking and the important role it played in helping him to find a job.

ON COMING TO CANADA

"My wife and I decided to immigrate to Canada to create a new and exciting life for our family in a multicultural and modern country. There are a lot of opportunities for progress here in Canada - for my future career, for my education. This is where my children will build their lives."

“A job should make you feel empowered and happy. I love what I do and I believe I will have a great career. Studying, working and immigrating to Canada, my goal was always to work in sales and marketing, especially in the travel industry. A good job is about having a future, in ten years time, I can see myself advancing in this field.”



“Realizing My Potential”

Gergana Nedkova

*Sales and Marketing Manager, Bul-Can Horizons,
Youth Employment Fund, Employment Ontario*

Gergana Nedkova arrived in Canada in March 2014. With experience and education in hospitality and travel management in her home country of Bulgaria, Gergana’s goal was to move into the field of Sales and Marketing when she started her career in Canada. Having taken several courses at ACCES, Gergana learned about the Youth Employment Fund offered through Employment Ontario. She was confident in her future even though she didn’t have any Canadian experience. After attending several job search workshops that taught her how to best present her skills and experience, Gergana was referred to an opportunity by ACCES Employment with Bul-Can Horizons - a Bulgarian-Canadian media company. She is now successfully employed as a Sales and Marketing Manager.

ON COMING TO CANADA

“As a little girl, my dream was to travel around the world. I am passionate about traveling, this was why I got a Masters in the field and also why I immigrated to Canada. My first day alone in Canada was my 25th birthday. I remember walking down a street in Toronto thinking that a journey of a thousand miles begins with just a single step. I strongly believe that was the beginning of my successful career in Canada.”

The Story of Our Employers

EMPLOYER PROFILE

Our approach to working with employers evolves directly from our first priority as an organization: finding employment for our job seekers. In order for us to accomplish our goal, we recognized early on that we have two highly connected customer groups: our job seekers, and at the same time, our employers.

In order to find meaningful employment, our job seekers need a solid understanding of employer expectations, Canadian workplaces and sector-specific trends. In order to meet the needs of employers, we need to identify qualified candidates, provide them with opportunities to experience the amazing talent that new Canadians bring to the workplace, and demonstrate that we are knowledgeable and specialized in what we can offer in terms of services and engagement opportunities.

We are pleased to share a profile of our employers and our engagement strategies in the following section. Our sincere thanks to all employers that we have partnered with over the past year.

We have worked with over

1000

employers
across the
Greater
Toronto Area



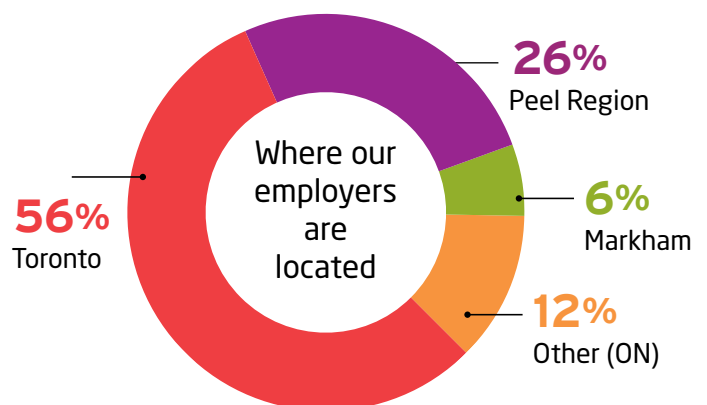
Employer sectors:

Private	Public	Non-Profit
92%	4%	4%

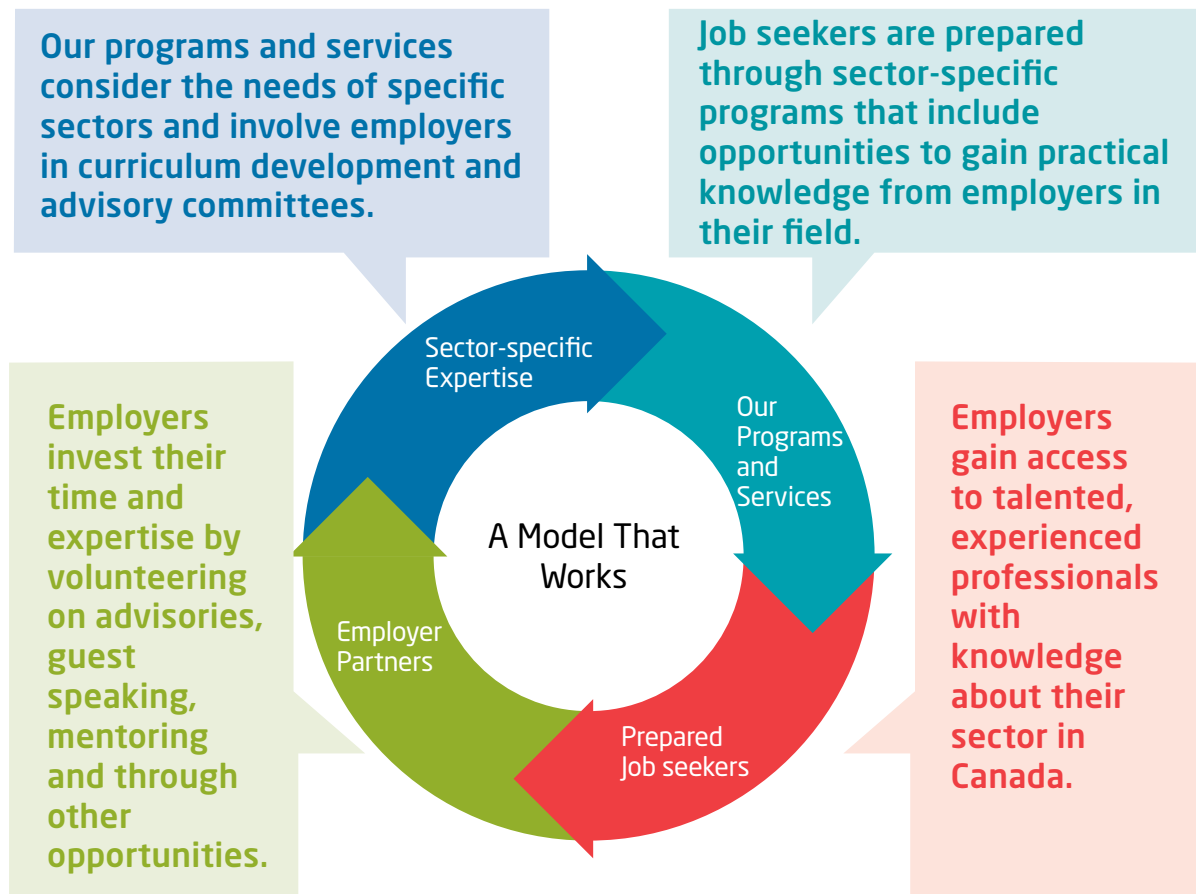


Over
70%

of the employers that we work with are small and medium-sized enterprises (SME's) with fewer than 50 employees



EMPLOYERS CONTRIBUTE TO OUR SECTOR-SPECIFIC EXPERTISE



One of the strategies that we adopted early on was based on the realization that different employers, with diverse areas of expertise, recruitment needs and business structures, could not all be engaged in the exact same way, or, by the exact same staff teams. Employers require a recruitment and engagement partner that can demonstrate the capacity to understand sector-specific needs, trends, and importantly, provide them with direct access to potential candidates that can support their business. ACCES Employment provides specialized recruitment services in various sectors including: Engineering, Financial Services, Human Resources, Information Technology, Sales and Marketing and Supply Chain.

In addition to these sector-specific teams, we have dedicated programs serving professionals at a leadership level from various sectors as well as an entrepreneurship program for new Canadians starting a business in Canada. Developing this in-house expertise also serves as an important practical knowledge base that informs how we prepare our job seekers as they embark on their job search in Canada. Our sector-specific bridging programs prepare our job seekers to meet the needs of employers in their field, and at the same time, allow us to refine our services to better serve employers. We are helping employers to not only meet their immediate recruitment needs, but also help them plan and respond to future skills shortages.

IDENTIFYING EMPLOYER PRIORITIES

A key to our success is prioritizing our employer engagement strategy. This involves learning about companies and meeting their needs with our recruitment programs and services. In our 2013 employer survey, companies identified the following three reasons for working with ACCES Employment:

#1

Recruiting and Retaining Top Talent

Employers appreciate that we can meet their needs to recruit top talent quickly, and to integrate new employees into their workplaces more effectively.

#2

Increasing Workplace Diversity

Employers appreciate the international experience and language skills of newcomers and what they add to the competitive edge of their businesses.

#3

Sector-specific Knowledge

Employers recognize the value of having a recruitment partner that is knowledgeable about skills, jobs and the recruitment processes of specific sectors.

EMPLOYERS VOLUNTEER THEIR KNOWLEDGE AND EXPERIENCE

Practical knowledge about workplaces, recruitment and job search techniques in various sectors is extremely valuable to our job seekers. We engage employers as volunteers to ensure that we can share their knowledge and maximize networking opportunities for our job seekers.



Technical Presentations and Panel Discussions

> For sectors with technical requirements, we engage appropriate volunteers to listen and give feedback to our job seekers on their program projects.



Guest Speaking Roles

> Senior level professionals are invited to share their practical knowledge with our job seekers.

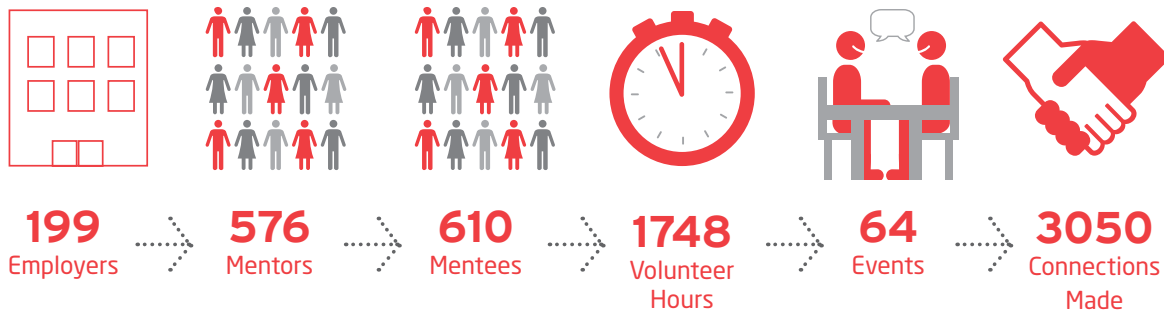


Speed Mentoring®

> Employers have the opportunity to mentor new Canadians and to provide valuable and practical job search advice. They engage in a rewarding volunteer experience that exposes them to international talent.

SPEED MENTORING® AT ACCES EMPLOYMENT IN 2013-2014

Our Speed Mentoring® program connects job seekers with employer mentors that provide them with valuable job search advice and networking opportunities. The program is funded by Citizenship and Immigration Canada, and is sponsored by BMO Financial Group.



2014 SPEED MENTORING® MARATHON

This year, we welcomed nearly 300 mentors, mentees and honoured guests to our 2014 Speed Mentoring® Marathon. The event was highly successful, with over 50 different participating companies.



It was impressive to see and dialogue with so many qualified clients. I am always impressed with the courage displayed by new professionals to Canada in tackling their challenges. I enjoy and learn as much from them as I try to impart. Congratulations to ACCES on such a grand event."

Eric Doubt, President of Communications Associates, Mentor, Sales and Marketing Connections



Thank you very much for providing us with this great opportunity. The whole experience has greatly enriched my journey in Canada and my overall career...what you gave to us is what will count for the rest of our careers. We are grateful to you for it.

Chris O. Chukwuma
Human Resources Professional,
Mentee, Human Resources Connections

2014 WALK OF FAME AWARDS

Each year, ACCES Employment recognizes select employers for their partnership and support. This year, we are pleased to honour six Walk of Fame winners that have hired our job seekers, contributed their expertise and time to our programs and have aligned themselves with our mission. In the following section, they share their experience working with ACCES as well as their views on the importance of supporting new Canadians.

CIBC

CIBC is a leading Canadian-based financial institution. Through their three main business units – Retail and Business Banking, Wealth Management, and Wholesale Banking – CIBC provides a full suite of financial products and services in Canada and around the world.

The Future of Canada's Talent Base

Matt Peterson,

Senior Director, Diversity & Inclusion

HOW HAS ACCES EMPLOYMENT SUPPORTED CIBC'S HIRING NEEDS?

ACCES does a tremendous job of working with skilled immigrants with their workplace readiness. They help bridge their experience and understanding of the North American business climate. ACCES helps make them ready for what CIBC will expect from our candidates. We rely on ACCES to meet our hiring needs because they truly understand CIBC and the roles we have. On top of that, the Speed Mentoring® program has helped us shift the mindset of many of our recruiters as to the wealth of experience and talent newcomers bring. It helps our employees to understand the personal circumstances of newcomers; this has been highly beneficial in changing opinions and opening their minds to the breadth of talent available to them.

HOW DOES CIBC RECOGNIZE THE VALUE OF NEWCOMER EXPERIENCE AND TALENT IN CANADA?

CIBC really understands the fact that newcomers offer a tremendous wealth of experience in terms of their prior careers in their country of origin. CIBC is committed to attracting talent from the broadest pool - the newcomer talent pool is widely untapped. It is important for us to ensure that our employees and hiring managers are thinking about the diversity of the

workforce and are open to the fact that newcomers come with experience that is highly valuable to our business. We want our workforce to reflect the newcomer client base we serve as well.

HOW CAN NEWCOMERS CONTRIBUTE TO THE FUTURE OF CANADA'S WORKFORCE?

Canadian workforce demographics are shifting. Canada cannot build an economy to scale unless we broaden our scope. As workers retire we need to rely more heavily on international immigration to source talent. We need to think about our client base and what the future of Canada's talent base will be. We need to be ahead of the curve and be flexible and adaptive in understanding how we can ensure those newcomers are successful in order to set CIBC up for success.

We're thrilled to be the recipient of the Employer of Distinction award. It goes with the commitment that CIBC has in terms of wealth of talent that newcomers bring. We highly value the relationship we have with ACCES - it's a company that is offering top tier talent to CIBC, and that relationship is mutually beneficial.



CREATIVE GRAPHICS INC. & MONET INC.

Creative Graphics Inc. provides customized design and marketing solutions including print, web, design and marketing strategy for a variety of clients. Monet Inc. focuses on market-oriented technology research and development.

Growing a company with New Canadian Talent

Mingyu Xie, CEO

HOW HAVE YOU WORKED WITH ACCES EMPLOYMENT AND WHAT WAS YOUR EXPERIENCE?

I have worked really closely with ACCES Employment to source candidates for roles in both of my growing companies. I have hired professionals in several areas including graphic design, marketing, operations as well as managerial positions. ACCES is also able to provide additional advice for refining job postings and descriptions in order to attract and identify the right candidates. This has been very helpful as well.

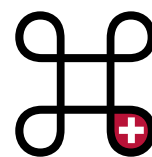
WHY IS WORKING WITH ACCES EMPLOYMENT AN ADVANTAGE AS A SMALL BUSINESS THAT IS GROWING AND EXPANDING?

ACCES Employment has introduced us to a number of candidates that bring high level management experience to my business. As a small business, it has been really beneficial to be connected to candidates that have new ideas that are highly transferable to the Canadian marketplace. For example, two individuals that I have hired through ACCES Employment have extended my knowledge of social media marketing strategies through their experience in China. They are helping my company

to grow, and also, expanding my potential customer base as well.

WHY DO YOU THINK IT'S IMPORTANT TO SUPPORT NEW CANADIANS WITH INTEGRATING INTO THE CANADIAN WORKFORCE?

I came to Canada as an immigrant 14 years ago and from the very beginning, I realized that because of some barriers around language and business culture knowledge, the valuable experience that immigrants bring is often lost. I also learned that there are many supports for new Canadians, like ACCES Employment, to enhance their language skills, to learn about workplaces in Canada, and also, additional government support to help them find opportunities with employers. It is important to help integrate immigrants into the Canadian workforce because international experience is highly transferable and valuable.



Creative Graphics Inc.
expand your ideas

2014 WALK OF FAME WINNER

PAR-PAK LTD.

Par-Pak is a designer and manufacturer of rigid plastic packaging with manufacturing facilities in Canada, the United States and the United Kingdom.

Supporting Newcomers to Succeed in Canada

Ali Farooqui, CHRP,
Human Resources Manager

CAN YOU DESCRIBE SOME OF THE WAYS THAT ACCES SERVICES AND STAFF HAVE SUPPORTED YOUR HIRING NEEDS?

We work with ACCES to offer job seekers and students opportunities in a number of departments including: engineering, process, human resources and purchasing. They source great candidates for us - many employees have come to us through ACCES.

I have also worked with ACCES's bridging programs as a panel judge and guest speaker for the HR Connections program. I'm able to share my experiences with newcomers, and at the same time build some interest around Par-Pak as a potential employer for this talent group.

HOW DOES YOUR COMPANY HELP TO SUPPORT THE CAREERS OF NEWCOMERS IN CANADA?

We hire newcomers based on their professional background and experience in the sector; we look for a match - not just in terms of fit with Par-Pak but also their career trajectory. We seek qualified candidates with expertise in their fields. We create a platform for them to launch their career and look

for more senior roles. We identify employees who are progressing well and give them the opportunity to grow within their own department, or elsewhere in the company. Whether it's with Par-Pak or not, newcomers leverage this experience in order to succeed in their future careers.

WHY DO YOU THINK IT'S IMPORTANT TO SUPPORT NEW CANADIANS WITH INTEGRATING INTO THE CANADIAN WORKFORCE?

It's extremely important to support immigrants. It's in the interest of the country that newcomers enter the workforce as soon as possible. It's important for their individual wellbeing and for their families. As Canadians, we need to place more importance on supporting newcomers during that initial stage to help them succeed and thrive as new Canadians.



Par-Pak®

Partners for Packaging™

2014 WALK OF FAME WINNER

ADVANCEPRO TECHNOLOGIES

AdvancePro Technologies is a software development and marketing company that develops business process software and enterprise resource planning.

Recognizing the Potential of New Canadians

Israel Ellis, CEO

HOW HAVE YOU WORKED WITH ACCES AND WHAT WAS YOUR EXPERIENCE?

Our working relationship with ACCES Employment is an excellent partnership. When I first visited the Toronto location, I was impressed with the fact that it is really a central meeting ground for people who are looking to advance their careers and to find a job, and that ACCES is able to facilitate this. To date, we have organized a number of job fairs and have hired over 10 individuals in a variety of roles across our organization.

WHAT HAS BEEN YOUR EXPERIENCE WITH HIRING YOUNG PROFESSIONALS THROUGH ACCES EMPLOYMENT?

It has been a pleasure to work with some of the young professionals that we have hired into our office. They are eager to learn and are very qualified to do the work. I am also appreciative of the opportunity to mentor and coach them as both professionals and individuals starting off in their career. Many of our ACCES Employment hires are still working with us beyond their initial term.

WHY DO YOU THINK IT'S IMPORTANT TO SUPPORT NEW CANADIANS WITH INTEGRATING INTO THE CANADIAN WORKFORCE?

Many immigrants who are highly qualified and work hard have taken that brave step to come to Canada and start again. Yet, they are often not given the right levels of respect and recognition for their experience and expertise. They are just as deserving of success and opportunity in Canada, and yet, continue to find that doors are closed to them because their experience and certifications are not recognized. I think that we are limiting the amazing potential of these individuals if we do not create an environment in Canada that fosters and supports them to succeed.

AdvancePro

MIRATEC INC.

Miratec builds a comprehensive line of customized manufacturing products from the design stage into fully-realized high-quality products. Currently, assemblies are used within the Automotive, Defense, Medical, Industrial, Transportation, Solar and Wind Energy sectors.

Giving New Canadians their First Opportunity

Dipa Mehra,
Office Manager

CAN YOU DESCRIBE SOME OF THE WAYS THAT ACCES SERVICES AND STAFF HAVE SUPPORTED YOUR HIRING NEEDS?

When a newcomer comes to us from ACCES, we know that they will have a good understanding of Canadian workplace culture. From the initial preparation that ACCES Employment provides, they can get started in the workplace and are ready to train precisely for their role. They come with different backgrounds and experience and thanks to the support from ACCES, we have the opportunity to take them on and give them Canadian experience and exposure to our office culture at a small company. They get a range of experience here.

HOW HAVE YOU BEEN ABLE TO SUPPORT NEW CANADIANS AND GIVE THEM THE EXPERIENCE THEY NEED TO SUCCEED IN CANADA?

It's a positive contribution we make to newcomers' lives - it's a win-win situation for us. We benefit from their talent while giving them the opportunity to gain the necessary experience in Canada to succeed in their future. We're doing our part to give them training and experience that will lead them to their next steps. We need to support the community in that way, because newcomers will continue to contribute to Canada's future.

WHY DO YOU THINK IT'S IMPORTANT TO SUPPORT NEW CANADIANS WITH INTEGRATING INTO THE CANADIAN WORKFORCE?

I feel that we have a responsibility to support all newcomers. It's an obligation that all of us have because at one time or another, we were all new to Canada. Miratec has grown as a company with the help of ACCES. When we started nine years ago, we were just two people - today, we have 18 people. We've hired many of our staff through ACCES. Some have stayed and others have moved on to other jobs, but many were given their first Canadian job opportunities at Miratec.



DELOITTE

Deloitte LLP provides consulting services for over 80% of the Fortune 500 companies. Deloitte works in four key business areas — audit, financial advisory, tax and consulting. Fortune and BusinessWeek consistently rank Deloitte among the best places to work.

Building a Workforce that is Both Diverse and Inclusive

Shannon MacDonald,
Chief Inclusion Officer

CAN YOU DESCRIBE SOME OF THE WAYS THAT ACCES SERVICES AND STAFF HAVE SUPPORTED YOUR HIRING NEEDS?

Building a workforce that is both diverse and inclusive is a top priority at Deloitte. We believe that by creating and leveraging an inclusive culture, we are better able to serve our clients. By partnering with ACCES for our hiring needs, we have been able to broaden our recruiting pool to successfully source top talent.

HOW HAVE YOU BEEN ABLE TO SUPPORT NEW CANADIANS AND GIVE THEM THE EXPERIENCE THEY NEED TO SUCCEED IN CANADA?

We have hired ACCES candidates into roles where they have been able to deliver in their areas of expertise, explore new opportunities and strengthen their skills. We encourage and support the personal and professional development of all of our employees, while allowing each individual to customize and drive their own unique talent experience at Deloitte.

WHY DO YOU THINK IT'S IMPORTANT TO SUPPORT NEW CANADIANS WITH INTEGRATING INTO THE CANADIAN WORKFORCE?

We see ACCES as an organization that strengthens Canada's talent pool. ACCES connects new Canadians to a community of people to help build and foster long-term relationships. These relationships ensure new Canadians are able to integrate easily into diverse communities and contribute personally and professionally in society, while also strengthening the Canadian job market. We are delighted to win the Walk of Fame Award and look forward to working with ACCES in the future. We value the high calibre of candidates ACCES brings, as well as their unique experiences, perspectives and their diversity of thought. We thank ACCES for the integral role they play in connecting us with some of Canada's best and brightest minds.

The Deloitte logo, featuring the word "Deloitte" in a bold, blue, sans-serif font, followed by a small green dot.

SPECIAL THANKS

BOARD OF DIRECTORS

Dauna Jones-Simmonds (Chairperson), DEJS Consulting

John Shields (Vice-Chair), Ryerson University

Christopher Barnes (Secretary), Honeywell

Kim Stevens (Treasurer), Royal Bank of Canada

Alan Diner Baker and McKenzie, LLP

Anthony McNamee, Deloitte

Anu Vittal A. Vittal Consulting

Gayle Takahashi, George Brown College

Janet Krstevski, Accenture Canada

Keith Hernandez, KAH Consultants

Lucille D'Souza, RBC Law Group, RBC

FUNDERS

Employment Ontario, Ministry of Training, Colleges and Universities (MTCU); Ministry of Citizenship, Immigration and International Trade (MCIT); Citizenship and Immigration Canada (CIC); City of Toronto Employment & Social Services; United Way Toronto

SPONSORS:

Accenture - IT Connections Program

BDC - Entrepreneurship Connections Program

BMO Financial Group - Speed Mentoring® Program

RBC Royal Bank - A New Canadian's Guide to Finding Successful Employment (2014)

Scotiabank - Financial Services Connections™ Program

Tim Hortons - Talk English Café

TD Bank Financial Group - Talk English Café

CORPORATE DONORS:

Accenture, Almon Equipment Ltd., Amanah Tech Inc., A. Vittal, The Beer Store, CIBC (For Youth Programming), CIBC Mellon, Cyclone Manufacturing Inc., Devencore Realities, Excellent Academy Inc., Evolved Entertainment, Hatch, Inzola Main Street Inc., LeafGuard/Gutter Depot, Madan Chartered Accountant Professional Corp., Markham NS Dental, Metro Paradise, Money Express POS Solutions Inc., PricewaterhouseCoopers Canada Foundation (honorarium), QiiQ Communications Inc., Radcliffe Design Associates Inc., Raman Home Comfort Inc., Royal Bank of Canada, Sigma Promotions, Spearhead Development Inc., Steam Whistle.

EMPLOYERS

We acknowledge our growing list of employers and thank them for partnering with us to employ our community.

Funded by:



Funded by:

Financé par :



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada



Canada



United Way
Member Agency

Toronto Employment & Social Services

COMMUNITY PARTNERS: Afghan Women's Organization, Agincourt Community Services Association, Alternative Youth Centre for Employment, Birchmount Bluffs Neighbourhood Centre, Brampton Library, Brampton Multicultural Community Centre, Brampton Board of Trade, Caledon Community Services, Canadian Supply Chain Sector Council, Catholic Cross-Cultural Services, Career Bridge, 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, College Boreal, COSTI, Council of Agencies Serving South Asians, Diversity in Action, Dixie Bloor Neighbourhood Centre, East Metro Youth Services, East Scarborough Storefront, Family Services of Peel, George Brown College, Humber College Institute of Technology and Advanced Learning, Human Resources Professional Association, Information Communications Technology Council, Job Skills, JobStart, John Howard Society, JVS Toronto, Micro Skills, March of Dimes, Mississauga Board of Trade, Muslim Community Services, Newcomer Centre of Peel, Ontario Coalition of Agencies Serving Immigrants, Ontario Network of Employment Skills Training Projects, Ontario Tourism Education Council, Operation Springboard, Peel Career Assessment Services, Peel Halton Workforce Development Group, Peel Newcomer Strategy Group, Peel District School Board, Polycultural Immigrant and Community Services, Progress Career Planning Institute, Punjabi Community Health Services, Ryerson University, Region Of Peel, Scarborough Housing Help Centre, Scarborough Women's Centre, Seneca College, Settlement Assistance and Family Support Services, Sheridan College, St. Michael's Hospital, St. Stephen's Employment and Training Centre, Skills for Change, Tamil Eelam Society of Canada, The Canadian Centre for Victims of Torture, The Ontario Institute of the Purchasing Management Association of Canada, Toronto Board of Trade, Toronto District School Board, Toronto Public Health, Toronto Public Library, Toronto Region Immigrant Employment Council, Toronto Scarborough Hospital, University of Toronto, VPI, Warden Woods Community Centre, West Hill Community Services, Woodgreen, Youth Employment Services, Youth Link, YMCA, YWCA

FINANCIALS*

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

Statement of Financial Position

As at March 31	2014	2013
Assets		
Current		
Cash and cash equivalents (Note 2)	\$ 1,170,145	\$ 1,923,112
Accounts receivable	1,625,002	1,243,420
Prepaid expenses	172,004	170,562
	<u>2,967,151</u>	<u>3,337,094</u>
Capital assets (Note 3)	1,183,856	768,865
	<u>\$ 4,151,007</u>	<u>\$ 4,105,959</u>
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 1,532,628	\$ 660,906
Deferred contributions (Note 4)	552,692	1,332,119
	<u>2,085,320</u>	<u>1,993,025</u>
Non-current		
Deferred income (Note 5)	38,610	60,325
Deferred contributions—capital assets (Note 6)	350,119	519,648
	<u>2,474,049</u>	<u>2,572,998</u>
Net assets	\$ 1,676,958	\$ 1,532,961
	<u>\$ 4,151,007</u>	<u>\$ 4,105,959</u>

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

Statement of Revenues, Expenses and Changes in Net Assets

For the Year Ended March 31	2014	2013
Revenue (Schedule 1)	\$ 14,834,477	\$ 12,826,526
Expenses		
Amortization of capital assets	306,369	452,598
Bank charges and interest	11,999	11,763
Building occupancy	1,182,926	1,164,445
Consulting and other purchased services	154,267	136,291
Insurance	48,574	61,338
Licenses and dues	9,640	8,249
Office supplies and resource material	345,753	247,585
Office equipment rental and repair	197,107	102,671
Program delivery services	1,714,275	1,371,808
Professional fees	107,259	94,874
Promotion and publicity	99,305	82,934
Salaries and benefits	8,628,169	8,113,594
Staff development	91,753	60,010
Telephone	72,781	61,619
Training supports and subsidies	1,669,200	781,903
Transportation	51,103	45,286
	<u>14,690,480</u>	<u>12,796,968</u>
Excess of revenues over expenses	143,997	29,558
Net assets, beginning of year	<u>\$ 1,532,961</u>	<u>\$ 1,503,403</u>
Net assets, end of year	<u>\$ 1,676,958</u>	<u>\$ 1,532,961</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.

TORONTO

T: 416.921.1800

SCARBOROUGH

T: 416.431.5326

MISSISSAUGA

T: 905.361.2522

NORTH YORK

T: 416.443.9008

BRAMPTON

T: 905.454.2316

www.accesemployment.ca