

Building on 40 Years of Impact

Annual Report
2025-26



access
employment

IMPACT BY THE NUMBERS

57,000+

Jobseekers served.

83%

Clientele are immigrants.

82%

Assisted clients secured employment or enrolled in an educational or training program.

5,700+

Employers in our network.

2,298

Pre-arrival clients who used ACCES services.

23,000+

Engaged alumni (former clients).

2,500+

Clients who engaged with us via mobile employment service, Street Fleet.

3 Months

Average length of time for new clients to secure employment.



Building a Strong, Inclusive and Skilled Workforce for Canada

This year, ACCES Employment is celebrating a major milestone, 40 remarkable years of practical and measurable impact on building an inclusive labour market that reflects Canada's diversity, skills and experience. Established to address barriers to employment, including those faced by newcomers to Canada, ACCES has grown into a trusted institution that supports jobseekers, employers, and the broader economy.

We are operating in a moment of true disruption and urgency. Governments at all levels are introducing major economic, workforce, and infrastructure initiatives to respond to global uncertainty, demographic change, and accelerating technological transformation. The success of these initiatives will depend on having skilled, adaptable workers and inclusive systems that ensure people are not left behind.

Organizations like ACCES Employment are foundational to this work and our message is clear: we must not overlook the integral role of immigrants and other underrepresented jobseekers in driving economic growth, filling labour gaps, and strengthening communities across Canada. Turning policy ambition into real outcomes requires on-the-ground delivery capacity, trusted relationships, and deep labour-market expertise. Skilled and ready workers are necessary to bring the country's nation-building economic agenda to life.

Our mission is to help jobseekers from diverse backgrounds integrate into the Canadian job market through relevant and timely employment services. What makes us unique is our approach to employer partnerships and our ability to ensure organizations can access the talent they need to remain competitive. At its core, our work connects determined individuals to opportunity and delivers skills training aligned with employer demand.

We monitor trends and respond, prioritizing training in critical sectors like healthcare, the skilled trades and advanced manufacturing to answer demand. When jobseekers become stalled in underemployment, we advocate for responsive and targeted funding to transition them into finance, human resources, IT, and sales and marketing roles which involve skills that are essential to the small and mid-sized businesses that drive Canada's economy.

This year, we refreshed our strategic plan to focus our efforts and accelerate impact across four priority areas: collaborating for growth, innovating for impact, amplifying our stories and leading the narrative and leading by example by building a strong and resilient organization.

Today, we support over 57,000 jobseekers and over 5,700 employers through numerous employment and skills training programs delivered in collaboration with funders, sponsors, employers, community partners, academic institutions, and volunteers. We are supported by over 200 staff across seven offices in the Greater Toronto Area. Together this network enables us to adapt quickly, scale what works and stay grounded in the communities we serve.

We are a trusted and respected leader in employment services in Ontario and Canada. We have achieved significant gains, in part because our vision includes high staff engagement and satisfaction, and strong stakeholder confidence. In turn, this has reinforced the stability and trust necessary to sustain our impact over time.

After 25 years of committed leadership and outstanding service as President and CEO, Allison Pond has made the decision to retire. Now, the board has begun the process of recruiting a new leader. ACCES is well positioned to build on its success, supported by strong board leadership, a seasoned senior team, committed staff, and a clear mission.

With sustained investment and the right policy environment, we can continue doing what we have done for 40 years: helping people succeed, strengthening businesses, and supporting a resilient Canadian economy, now, when it matters most.

As we mark our 40th anniversary, we gratefully acknowledge the support of our government funders, corporate sponsors, donors, and community partners, along with the employers and volunteers who advance our vision. We also recognize that nothing would be possible without our exceptional staff who show dedication and commitment to our mission and to those we serve.



Allison Pond
President & CEO,
ACCES Employment



Lucille D'Souza
Co-Chair, ACCES Employment
Board of Directors



Our Commitment to Inclusion

Land Acknowledgement

We are deeply committed to equity, diversity, and inclusion. At the forefront, we honour Indigenous communities across Canada; it is their sacred land on which we are privileged to live and work. In the Greater Toronto Area, where ACCES operates, we acknowledge this land is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. As we carry out our mission of supporting jobseekers, many of whom are recent immigrants to Canada, we embrace our responsibility to learn about the history and culture of Indigenous communities, the past and present harm, and impact of colonialism, including the Trans-Atlantic Slave Trade. We are committed to working together towards building a more inclusive, just, and equitable future.

Equity, Diversity and Inclusion

Advancing equity in Canada's labour market so that it reflects the rich diversity of our population is the vision that guides our daily mission. At the same time, we are celebrating diversity and strengthening equity and inclusion in our own workplace so that the way we work together as colleagues, aligns with our impact on our external community.

Our 2026 Equity, Diversity and Inclusion Action Plan embeds equity into systems and leadership, while directing investment toward people, culture and partnerships. Through ACCES One, our EDI Council, we are building a culture where everyone feels welcomed and encouraged to grow. Our vibrant Employee Resource Groups: Black Action Coalition for Change (BACC), Pride A+, SOMOS, South Asian Growth and Empowerment (SAGE) and Middle Eastern and North African (MENA) are rooted in community building and cultural pride. Being intentional about building an inclusive workplace is important to our organization and championed by our President and CEO as we seek to ensure employees and clients feel heard, supported and respected in the face of conflicts and challenges around the globe.



Collaborating for Growth

In this period of economic disruption, ACCES is strengthening Ontario's workforce by collaborating with employers, sectoral bodies and community partners to create pathways into the industries we know are driving Canada's economic future.

As the economy shifts, so too does our programming. This year, we launched new programs in engineering and biomanufacturing, the skilled trades, early childhood education and AI, bringing the total number of program options available to jobseekers to more than 35.

Connecting Healthcare Professionals to Jobs

We are a national leader in supporting internationally educated healthcare professionals (IEHPs) who face complex licensure pathways. Our Healthcare Connections suite of programs helps IEHPs secure employment in Canada's health systems as they work to return to full practice. With support from Immigration, Refugees and Citizenship Canada (IRCC) and the Ontario Ministry of Labour, Immigration Training and Skills Development (MLITSD), we offer employment services that accelerate IEHP workplace integration, starting from pre-arrival through to employment in healthcare administration, community health, pharmaceuticals, clinical research, and healthcare operations. Last year 80% of clients who completed the program found employment.

We are partners with medical and pharmacy professional associations. The Canadian Pharmacists Association selected ACCES as a delivery partner in the International Pharmacy Graduates Mentorship and Integration Project, supporting international pharmacy graduates across Canada. The CMA Foundation funds Health English Language Pro (HELP), an innovative initiative connecting newcomer physicians with volunteer physicians to strengthen medical English and build familiarity with Canadian healthcare communication and systems.

We are deepening our impact and contributing to national solutions to Canada's health human resources crisis. Support from the WES Mariam Assefa Fund and a significant grant from Johnson & Johnson are advancing national collaboration, expanding HELP, and launching a dedicated clinical research stream for IEHPs.



"Over the past 7 years, our partnership with ACCES has helped us to build meaningful connections with job seekers in the communities we serve. This has enabled us to connect with individuals ready to enter the Canadian healthcare landscape, gain hands-on experience and grow professionally. The support from ACCES' employer liaisons has been exceptional, and we look forward to continuing this strong relationship for years to come."

-Madeleine Staffieri
Director, Human Resources, LMC Healthcare

Pathways to Careers in Early Childhood Education

ACCES Employment delivers two Early Childhood Education (ECE) programs that support workforce development and career advancement in a high demand sector. Connecting to Licensure in Early Childhood Education, delivered in collaboration with Northern College and funded by the Government of Ontario, supports internationally trained professionals and newcomers in earning a recognized ECE diploma and progressing toward registration as Registered Early Childhood Educators (RECEs). Participants receive employment coaching, mentorship, regulatory guidance, and post hire support.

Connecting to Careers in Early Childhood Education, funded by Peel Region and delivered in partnership with Sheridan College, supports individuals entering the field by combining diploma completion with employment services, employer connections, and post hire retention support. Together, these programs strengthen Ontario's ECE talent pipeline.



Supporting Employer Demand in Advanced Manufacturing

Canada has a strong and established manufacturing base that continues to lead the evolution of advanced manufacturing, contributing \$185 billion to the national GDP. To meet growing employer demand, ACCES works with partners to connect mid-career and internationally trained professionals with employment opportunities in the sector.

Our Connecting to Careers in Advanced Manufacturing program, delivered in partnership with Humber Polytechnic and funded by Upskill Canada (powered by Palette Skills), equipped participants with in-demand technical and professional skills through industry-aligned micro-credentials, applied learning, and tailored job search support. The program aligned employer needs with sector demands while providing access to employers and professional networks across the industry.

In 2025 we built on the success of our advanced manufacturing program to launch the Connecting to Careers in Biomanufacturing program, funded by MLITSD's Ontario Bridge Training Program and delivered with The Canadian Advanced Therapies Training Institute (CATTI), BioTalent and Toronto Metropolitan University (TMU).



"Since 2019, Alithya has had a strong and meaningful partnership with ACCES Employment and I've participated in group hiring events, exclusive Alithya-focused events, and online sessions, all of which have supported our recruitment efforts. The work ACCES does has had a significant positive impact on our hiring outcomes, helping us connect with skilled, motivated talent while strengthening our commitment to inclusive hiring. We value this partnership greatly and look forward to continuing and growing our relationship with ACCES Employment in the years ahead."

-Kelly Liu
Talent Attraction Advisor, Alithya



Integrating Internationally Trained Engineers

Engineers have historically been and continue to be in high demand in Canada, driven by investments in infrastructure, technological advancements and retirements. Over two decades, we have supported more than 7,000 internationally trained engineers connect to employers in Canada by offering pathways to employment, professional growth, and integration into Canada's engineering community.

The Engineering Connections program prepares internationally trained engineering professionals for employment in Canada by introducing them to local sector-specific codes and standards and other requirements of the engineering labour market. It leverages funding by IRCC and is a partnership with Humber and Seneca Polytechnics.

Connecting Engineers with Careers in the Energy Sector is a partnership with Humber Polytechnic funded by MLITSD to prepare internationally trained engineering professionals for roles in Ontario's growing energy sector.

The Project Management & Sustainability for Engineers program strengthens project management skills and best practices in sustainability within a Canadian context. It is delivered in partnership with TMU and funded by MLITSD.



Q Engineering has had a very positive experience partnering with ACCES Employment. Their team has consistently provided qualified candidates that align with our job requirements and company culture, helping us identify and develop talented professionals for long-term careers within our organization. The post-hire support and wage subsidy programs have been valuable in supporting both new employees and our company during the onboarding process, contributing to successful and sustainable employment outcomes. Thank you for the excellent support and partnership. We look forward to continuing our collaboration with ACCES Employment.

-Sam Tabesh
Founder, Principal Engineer, Q Engineering



Supporting Construction

We have helped launch careers in skilled trades across carpentry, masonry, and sheet metal streams over the past year. Connecting to Careers in Construction offered a 16-week pre-apprenticeship program, funded by MLITSD, and supported by NewMakelt, and the Ontario Masonry Training Centre, providing participants with hands-on exposure to the trades, connections to industry professionals, and support to explore career pathways.

The Connecting to Careers in Construction (Youth) program funded by Toronto Pearson complemented this initiative by engaging newcomer jobseekers aged 16 to 29 and introducing them to opportunities in this in-demand sector.

Building on this success, ACCES secured funding to continue trades programming through MLITSD's Skills Advance Ontario program and we now deliver Constructing a Future Workforce, offering specialized training in masonry, carpentry, and modular home building.



Unlocking Careers in Artificial Intelligence

As more industries become automated, building literacy in artificial intelligence (AI) is essential to competing in any job market. Last year, more than 5,000 individuals registered for our AI-focused workshops, and over 3,000 ACCES clients enrolled in our AI and Your Job Search e-learning module.

Supported by the Elevating Human Capabilities (EHC) Fund, we will start offering workshops that build confidence in jobseekers by teaching the foundations of AI as well as the human skills in-demand by employers such as critical thinking and communication, emotional intelligence and adaptability, creativity, ethical decision making, and risk management.



Delivering Employment Ontario Services

ACCES partners with Employment Ontario through WCG Services to provide jobseekers with personalized supports, a customized action plan for their job search and workshops on how to find a job. Support continues until the jobseeker is hired, and almost all clients land jobs that match their skills and experience. In 2025, we supported over 7,700 clients through this program and worked with WCG to expand client support through Resource & Information Centres at six of ACCES's seven locations.



"As an ACCES alum, it's been especially meaningful to continue our relationship from the other side at Softchoice. ACCES Employment plays a unique role in connecting driven, job-ready talent with organizations like ours, and I've seen firsthand the impact that support can have. It's a partnership I genuinely value, both personally and professionally."

-Houman Aryan
Manager, Growth Marketing, Softchoice



Supporting Newcomers Before They Arrive in Canada

Canadian Employment Connections is a pre-arrival program funded by IRCC and designed to help newcomers prepare for the Canadian job market before immigrating to Canada. The free program brings together our employment expertise and our vast network of employers to help pre-arrival immigrants in their job search journey. Almost one-third of people who take the program have secured employment before arriving as a direct result of the employer connections that they obtained while in this program.

The Connecting Canada project, also funded by IRCC, helps newcomers start their career and settlement journey in smaller, urban and rural communities across Canada. As more newcomers hear about opportunities to live, work, and grow in communities outside of major metropolitan areas before arriving, more can choose to start their Canadian journeys there.



Supporting Women

ACCES advances economic inclusion for women through three targeted programs. With funding from IRCC, TD and IBM, our Women in Technology program helps newcomer women build industry-specific training in areas such as programming and coding. Interac is a partner on our Cybersecurity Connections program to help IT professionals move into cybersecurity and information security roles in Canada.

Career Pathways for Newcomer Women, funded by IRCC with support from TD, helps professional newcomer women secure employment aligned with their experience through future-skills training, individualized coaching, and strong employer and mentor connections. Last year 83% of program graduates secured employment.

The Empowering Women program, sponsored by TD, helps newcomer women strengthen leadership skills and advance their careers through customized workshops, mentorship, and executive engagement.

Opening Doors to Careers at Toronto Pearson

The Toronto Pearson ready-to-work program prepares jobseekers for careers at the airport through targeted training, coaching, and direct employer connections. This program equips participants with personalized one-to-one support, communication skills, and an understanding of workplace requirements in a fast-paced environment.

Participants receive assistance securing their Transport Canada clearance and opportunities to connect with employers and mentors to accelerate hiring. The jobseekers in the program are equipped with the skills needed to succeed in a safety-focused, diverse workplace, strengthening pathways to in-demand roles while helping employers access job-ready talent.



"The team at ACCES are simply amazing. They're responsive and willing to assist us with our hiring needs immediately when called upon. The quality of the applicant base has been good. The pre-screening that they do in advance is very helpful. They're always attentive to our needs by familiarizing themselves with the various job descriptions to ensure the candidates they send us are a good fit. We truly value our ongoing relationship and look forward to continuing to work with them in the future."

-Lucy Pasquali
Recruitment Manager, North America, Gate Gourmet Canada Inc.





Amplifying Our Stories & Leading the Narrative

We are also part of the conversation in our province and across the country about why our labour market must be inclusive. Through life stories shared through our ACCES Impact Stories series, and evidence and data we've gathered from our work with jobseekers including newcomers, we know the economy benefits when everyone is included and we continue to share this message as a trusted partner for jobseekers, employers, funders and policymakers.

In the News

We made headlines in April 2025 with the launch of the ACCES Street Fleet, supported by key sponsors through our World of Difference fundraising campaign, Toronto Pearson, and United Way Greater Toronto. The mobile employment service delivers critical support directly to some of the hardest-to-reach and most vulnerable populations across the Greater Toronto Area. The launch generated strong media interest, with coverage across 15 news outlets, helping raise awareness of this innovative approach to community-based employment support.

Engaging Community and Government Partners

We actively engage with government to share our perspectives on key issues, including the impacts of changes to immigration policy and the need for sustainable funding and responsive systems that enable us to serve our communities effectively. In collaboration with sector partners including First Work, the Ontario Council of Agencies Serving Immigrants (OCASI), the National Settlement and Integration Council (NSIC)—and through participation in campaigns led by organizations such as World Education Services, New Canadians, and Trillium Health Partners' Institute for Better Health, we work to amplify a strong, collective voice.

“ACCES Employment has been a key partner across our ILEO work—thoughtful, responsive, and consistently pushing toward what will actually make a difference in the neighborhoods we work in. They bring a rare combination of innovation and reliability, and are skilled at turning ideas into real impact.”



-Tasleem Thawar
Director, Strategic Initiatives, United Way Greater Toronto



Innovating for Impact

ACCES Employment is leveraging tools and technologies to modernize services with an eye to delivering what's needed now and in the future. While we always have an eye on new ways of doing things, we remain committed to ensuring the human touch clients and employers value so much.

Leveraging AI

We recognize the potential of AI as a strategic enabler that can help deliver our mission and expand our impact across the communities we serve. When leveraged intentionally AI can give our clients a competitive edge in the workforce, and internally, we've developed a Responsible AI Framework, a curated list of approved tools, and guidelines to help our staff provide their best work.

Reaching Newcomers Digitally

We are helping organizations that deliver employment services to newcomers adopt digital messaging like texting, WhatsApp and Facebook Messenger to reach clients who are active on these platforms and boost engagement.

We strengthened our data insights to uncover clients' digital channel preferences. Now, our project SEND (Supports to Engage Newcomers Digitally) funded by IRCC, will be piloted at five organizations. When it is rolled out across the province, organizations will have access to practical tip sheets, live webinars, and events to help them incorporate digital messaging.



Leading by Example: Building a Strong and Resilient Organization

To realize our vision to build an inclusive workforce for Canada, we must ensure that our organization is strong and resilient, and fully able to adapt to whatever the economy brings. We are committed to ensuring operational excellence by investing in our people. At the same time, we will maintain financial stability by diversifying revenue and by pursuing opportunities to have partners cover costs for services that benefit them. We will lead by example, modelling internally the diversity, equity and inclusion practices we wish to see in workplaces receiving our clients.



Seeking Sustainable Funding

We're building a diversified base of financial support so that jobseekers can continue to turn to us as they weather tough economic times. A mix of public support, financial partnerships with private industry, and other non-profit organizations allows us to provide ongoing programming and expand our services. As we strive to bridge the growing gap between jobseekers struggling to secure employment and employers facing labour shortages, we have set a target of \$1.5 million for our current 3-year World of Difference campaign: Unlocking Potential and Transforming Lives, and are grateful for the support we generate from donors each year.



Building Strength Through Volunteers

ACCES is stronger because of the 1,600+ volunteers who share their time and talents to support a diverse and inclusive workforce and make a difference in our communities. Over 1,200 professional volunteers act as mentors, guest speakers, small business coaches and industry advisors. They take part in our regular Speed Mentoring® events and mock interview exercises to give jobseekers experience meeting with employers. Others volunteer as customer service and office assistants. In some cases, volunteers are giving back to the organization that supported them. In others, they are gaining workplace experience to help them in their own career search. Thousands of people we've supported over the years continue to stay connected to our mission.



"For me, building a strong and resilient organization means leading by example, centring people, championing diversity, and embedding the ACCES core values into every action. It's about leading with intention and creating inclusive spaces that foster connection and empowerment, fueling innovation to deepen impact, and creating lasting change."



-Manisha Roopnarine
Director, Services & Community Engagement, ACCES Employment



Looking Ahead

Canada's labour market remains challenging. Competition is high for jobseekers particularly for youth, newcomers, and those from underserved communities who face additional barriers. At the same time, economic uncertainty has slowed hiring, leaving employers struggling to find needed talent. In this environment, employment services are more critical than ever.

We are well positioned to advance our mission: helping diverse jobseekers overcome barriers and connect to Canada's workforce. We do this by delivering targeted employment services, linking employers with skilled talent, and strengthening partnerships across communities.

Over the next three years, we will focus on growth, innovation, and amplifying our impact while ensuring organizational resilience. We will expand employer and partner networks, strengthen advocacy and storytelling, and continue investing in our people upholding equity, diversity, and inclusion while maintaining the human-centered approach our clients rely on. We are so proud to be building on 40 years of impact. Please join us on this exciting next chapter of our journey.

Financial Health

We are a non-profit, charitable organization with a strong commitment to the effective stewardship of funds. Each year, we report on our impact and our financial well-being to our funders and donors, sponsors and community.

We adhere to high standards of transparency and accountability and are audited annually by an independent auditor on measurable outcomes.



Statement of Financial Position

As at March 31, 2026

ASSETS	2026	2025
Current		
Cash and cash equivalents	\$ 1,841,341	\$ 1,605,685
Contributions receivable	\$ 3,082,052	\$ 2,886,289
HST recoverable	\$ 290,670	\$ 235,720
Prepaid expenses	\$ 1,119,862	\$ 1,873,466
	\$ 6,333,925	\$ 6,601,160
Tangible capital assets	\$ 703,529	\$ 970,674
	\$ 7,037,454	\$ 7,571,834

LIABILITIES	2026	2025
Current		
Bank indebtedness	\$ -	\$ 405,000.00
Accounts payable and accrued liabilities	\$ 1,949,643	\$ 1,267,318
	\$ 1,949,643	\$ 1,672,318
Deferred contributions	\$ 2,574,790	\$ 3,400,669
Deferred contributions - capital assets	\$ -	\$ -
	\$ 4,524,433	\$ 5,072,987
Net assets	\$ 2,513,021	\$ 2,498,847
	\$ 7,037,454	\$ 7,571,834

Statement of Revenue, Expenses and Changes in Net Assets

	2026	2025
REVENUE	\$ 32,249,971	\$ 35,939,364
Expenses		
Salaries and benefits	\$ 19,456,997	\$ 22,455,709
Program delivery services	\$ 7,811,393	\$ 6,330,070
Building occupancy	\$ 1,995,408	\$ 1,984,935
Training supports and subsidies	\$ 897,239	\$ 2,372,399
Office supplies and resource material	\$ 627,054	\$ 922,616
Office equipment rental and repair	\$ 483,343	\$ 444,649
Amortization of tangible capital assets	\$ 322,855	\$ 476,821
Insurance	\$ 142,207	\$ 128,419
Staff development	\$ 95,800	\$ 141,905
Professional fees	\$ 85,741	\$ 104,869
Transportation	\$ 74,954	\$ 71,698
Bank charges and interest	\$ 66,872	\$ 117,242
Telephone	\$ 59,927	\$ 137,574
Consulting and other purchased services	\$ 59,866	\$ 102,849
Promotion and publicity	\$ 33,076	\$ 70,922
Licenses and dues	\$ 23,065	\$ 11,667
	\$ 32,235,797	\$ 35,874,344
Excess of revenue over expenses	\$ 14,174	\$ 65,020
Net assets, beginning of year	\$ 2,498,847	\$ 2,433,827
Net assets, end of year	\$ 2,513,021	\$ 2,498,847

Thank You to Our Partners

As we look to the future, we must also take a moment to thank our generous funders, donors and sponsors who have made it possible for us to make such a meaningful difference as leaders in the employment services ecosystem including:

TD | Johnson & Johnson | IBM | Toronto Pearson | Scotiabank | Elevating Human Capabilities (EHC) Fund | RBC | Interac | CPA Ontario | Sephora | CIBC Mellon | Accenture | Mastercard Canada ULC | Softchoice | HP.

We look forward to welcoming more.



Connect with us

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