



# YEARS

Connecting Talent  
to the Workplace



### 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.

### Our 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.

## We are...

**Inclusive** We are committed to respecting individual differences and being accessible to all those we serve. ACCES staff reflects the diversity of our community.

**Accountable** We provide transparent, high quality services, and achieve results that are measurable and fiscally responsible.

**Client Focused** Our services are customized to meet the needs of our clients, communities and employers.

**Collaborative** We work together to achieve our goals and respect the contributions of others, both within ACCES and with our stakeholders.

**Learning** We listen and stay connected to our communities, clients, employers and other partners, to continuously improve.

**Entrepreneurial** We seek new, innovative and creative opportunities to be a leading edge organization.

**Responsive** We are flexible and embrace change, continuously adapting to emerging needs and opportunities within a dynamic environment.

**Results-Oriented** We focus on action, outcomes, and setting new standards of excellence.

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# Leadership Report

This year, ACCES Employment celebrates our 30<sup>th</sup> year providing leading employment services and programs to job seekers and employers. Achieving this milestone is an opportunity for us to reflect on the past and to plan for the future. We started off in downtown Toronto in the basement of St. Helen's Church at Dundas and Lansdowne in 1986. We had a small operational budget of \$100,000. By the end of our first year, we had a team of just eight employees. We helped 2,000 newcomers to find their first job in Canada and to this day, we have remained true to our original mission. Although we have broadened our services to assist all job seekers and to support newcomer entrepreneurs to successfully start their businesses here, we continue to specialize in serving new Canadians as they integrate into the local labour market.

Today, as we celebrate our 30<sup>th</sup> year, we have a budget approaching \$20 million, a staff of over 160, five locations across the GTA and 18 specialized programs that provide support to over 20,000 job seekers each year. Our services are tailored to meet the unique needs of our clients. We provide sector-specific support to internationally-trained professionals, we consider local community needs and trends,

we support clients at various stages of the immigration process (including pre-arrival), and we address the specific needs of women, youth and newcomer entrepreneurs. Along with this specialization, we have established strong connections with industry professionals to ensure our programs are relevant and current. The ACCES network includes a number of highly engaged employers, academic institutions, sector councils and community partners that inform the work we do and enhance the services we offer.

ACCES Employment is proud to be a key player in the critical work of integrating newcomers into Canadian workplaces. Newcomers to Canada continue to face challenges and barriers as they settle into their new country. Finding a job that reflects their education and past experience is a critical first step in establishing a new life here that is meaningful, fulfilling and offers opportunities for future prosperity. This first step contributes to the connections between a newcomer and their neighbourhood, their city and their country, opening the door for them to give back and to become a part of Canada's future success. In the context of recent global events, the importance of the work ACCES and our settlement partners

do to successfully welcome and integrate immigrants and refugees becomes even more significant.

Working closely with our funders and corporate partners, we have consistently provided quality services and programs that deliver results for our job seekers and our employers. We are thankful for the long history of support from the Ontario Ministry of Advanced Education and Skills Development (MAESD, formerly MTCU); Ontario Ministry of Citizenship and Immigration (MCI); Immigration, Refugees and Citizenship Canada (IRCC); the City of Toronto; and the United Way Toronto and York Region. We are also very grateful to our growing number of corporate sponsors whose investment in us strengthens our capacity to effectively connect job seekers to meaningful employment. This ongoing support and confidence in our organization has allowed us to build and share an innovative model of service delivery and to develop a suite of effective programs that consistently reach and exceed targets and performance. Our knowledge, experience and results inform our innovation and ensure that we regularly adapt our services and programs to the changing needs of the job seekers, employers and communities we serve.

Our capacity to adapt and act was tested this year with the arrival of over 30,000 Syrian refugees in Canada. ACCES Employment participated on several organizing committees to coordinate the delivery of services for Syrian newcomers and to ensure that they received the support they needed in a timely and effective manner. We knew that employment would quickly become a priority. Our 2016 *World of Difference* fundraising campaign, with our lead sponsor Tangerine and the generosity of our donors, allowed us to customize our programs and create hiring opportunities for Syrian newcomers. The results so far have been significant and we will continue to work in close collaboration with our partners to ensure that these newest Canadians find good jobs and are fully integrated into our communities.

This year marked another significant milestone for ACCES. We now offer our programs and services online to an overseas audience. In April of this year, we officially launched our Canadian Employment Connections program with funding from IRCC. Canadian Employment Connections is an online program that supports immigrants to Canada with employment services before they arrive. Modeled on our in-person sector-specific bridging programs, the program uses an online platform to facilitate e-learning and interaction with our job search team. Also this year, ACCES became the first Canadian organization to receive

an Accenture Global Grant in the amount of \$1.4 million. The grant will support the development of an end-to-end online services platform that will allow ACCES to extend our reach to a broader local, national and international online audience. In August 2016, ACCES launched the first phase of the project, an Online Job Search Centre that provides resources, articles, interactive games and webinars to job seekers online.

Throughout our 30 year history, we have remained true to our mission and vision. We have developed a strong expertise in delivering employment services, while building a solid organizational structure that inspires innovation, growth and success in our sector. At the end of the day, we are all about creating meaningful employment and generating opportunities for job seekers and entrepreneurs. We hope that you enjoy our 2015-2016 Annual Report - 30 Years: *Connecting Talent to the Workplace*, which represents a journey into our past, but is also a strong indicator of where we are headed in the future.



**Allison Pond**  
President & CEO



**Dauna Jones-Simmonds**  
Chairperson



# An Interview with The Hon. Ratna Omidvar

**As the Founding Chair of ACCES in 1986, can you take us back to the motivation for starting the organization and its original mission to support newcomers with their job search?**

In 1986, Canada was still coming out of a difficult economic period, there were high interest rates and we were experiencing the first waves of non-European immigrants settling in Canada. At the time, I was working at St. Stephen's Community House. In the settlement sector, there were many settlement and language services available but very little to no services for immigrants around labour market support and integration.

We approached other settlement agencies to determine if they thought it would be worthwhile to form an agency whose purpose would be to support immigrants (in particular Portuguese, Chinese and Spanish newcomers) with finding employment. There was no such place at that time.

We worked really hard as a team, developed plans and wrote a proposal with absolutely no funding available to us. At the time, the Government of Ontario had a stream of funding dedicated to

addressing unemployment that arose from structural barriers (for example, shifting availability of manufacturing sector roles). We had to make the case that being a new immigrant is in fact a barrier to employment and we had to convince the government to fund our proposal. Although we were initially rejected, we did ultimately receive funding in the amount of \$75,000 - just enough to get started with hiring a few employment consultants and setting up in the basement of St. Helen's Church.

**How is employment "integral to integration" and what is the importance of ACCES's achievements in this sector?**

For a long time, the government had arranged its policies such that employment was not included as an outcome of settlement. The government resisted looking at the labour market as being the other half of the settlement process. In fact, we had to argue that employment was a significant outcome of settlement and without this tie, newcomers are only half as settled as they should be. I do feel that this battle seems to have been won as there is currently a broader acceptance that employment services are integral to ensuring the success of immigrants. The battle

that we still have to fight is ensuring the quickest, nimblest and most effective approach to these services.

**In what ways is Canada well positioned to share our experience of integrating diverse migrant groups & refugees with other countries in the world?**

Canada is a story of exceptionalism when considering the world story of migration. We have to remember that we have a particular geography which makes our borders less prone to streams of illegal migrants and refugees, an issue facing many other countries for example. However, I feel that our story is worth sharing and that we are in a special place. The lesson we can offer is that we treat all immigrants as future citizens with full rights and equality. We understand that the pathway to citizenship is not just a passport, but it is an immigrant's pathway to our community and their future contributions as a citizen. In the end, it is this pathway that needs to be funded and researched, and is truly worth investing in.

**Can you tell us about your personal experience of diversity and inclusion in Canada? What major changes have you seen recently?**

As an immigrant, I have retained my identity, but I have also adapted it. I think that this is part and parcel of being an immigrant. I chose to keep my name when I arrived in 1981 even though I was told it would be more difficult to find work. I still feel that this was the right choice. But what I did change in the end was my occupation, my career, almost accidentally and not deliberately. But, since I am a Senator today, I would say of course, that my experience has been very positive.

I have noticed in the last 10 years,

a radical shift in how we think about ourselves as an inclusive community. This has been helped in part by legislation. Employment equity has propelled people in the workforce to think differently. For example, 30 years ago, if you walked down Bay St. it was not nearly as diverse. Today, Bay St. is looking more and more like the face of Canada. If you look at graduates from our top universities, in fields like medicine and law, this begins to tell you a story that in Canada, minorities do have opportunities. Of course, this is not a blanket statement, not all minorities succeed. We also know that not all diversity succeeds, especially given our troubled history with native people and first nations for example. We have to put our success into context. We still have a long way to go.

**Where do you see ACCES as we look forward to another 30 years?**

Of course, I would wish that the need for your services will not exist, that all the individuals, institutions and systemic barriers for immigrants in the labour market would be wiped away. I would wish that as an organization, ACCES would not be needed because the barriers will no longer be there. However, I do know that this is not going to happen. Your services, like today, will be needed to support the next stream of newcomers, so there will always be a place for ACCES.

**“We understand that the pathway to citizenship is not just a passport, but it is an immigrant’s pathway to our community and their future contributions as a citizen.”**

The Honourable Ratna Omidvar, C.M., O. Ont.  
Senator, The Senate of Canada  
Distinguished Visiting Professor,  
Global Diversity Exchange (GDx) at the Ted Rogers  
School of Management, Ryerson University  
Founding Chair of ACCES Employment





# What I Learned at ACCES

## Understanding of Canadian Workplace Culture

Huzefa arrived in Canada from India in August 2014. Before arriving Huzefa did a lot of research on services available for newcomers, he determined that ACCES was the best place to start his job search. Upon arrival Huzefa enrolled in the IT Connections program. Through the program, he received extensive support and counseling from employment consultants, and built strong connections which led to Huzefa securing a job in his field working as a Senior Technical Analyst with the Toronto Police Service.

“Through ACCES I gained an understanding of Canadian workplace culture and the expectations of employers, this helped me to approach the job market in a different way. Through ACCES I received two job offers and landed my first position.”

Huzefa Hatim Jamnagarwala, Senior Technical Analyst, Toronto Police Service, IT Connections Alumni



## The Importance of Soft Skills and Relationship Building

Tatiana moved to Canada from Brazil in early 2015. Accepted into the Leadership Connections program, Tatiana refined her soft skills, workplace communication, and prepared to market her extensive work experience. At the launch event for “Women in Leadership” one of the mentors that Tatiana connected with took a strong interest in her skills and qualifications. Through LinkedIn this mentor shared a job posting and after a successful application and interview Tatiana accepted the role as a Business Analyst at TD Bank Group.

“Soft skills and relationship building are very important in Canada. ACCES provided the opportunity to meet directly with employers and use these newly developed skills.”

Tatiana Pari, Senior Compliance Officer, TD Bank Group, Leadership Connections Alumni

“I heard about the Language for Workplace Connections program and knew I wanted to join immediately. I feel that if I study English and perfect my language skills I can pursue additional education and be successful in a new career here in Canada.”

Bayrta Bugdaeva,  
Language for Workplace Connections program participant



## Building My Language and Communication Skills

In Canada for just over eight months, Bayrta moved here from South Russia. Bayrta decided it was time for a life change and moved to Canada looking for new opportunities. Originally a lawyer in Russia, Bayrta is interested in studying environmental issues and pursuing a new career in that field.



## Identifying My Area of Expertise and What I Offer

Looking to provide his children with more opportunities and to find a new career challenge for himself, Jayveer moved from India to Canada in 2015. Joining the Leadership Connections program Jayveer learned about how to present his own experience, skills and expertise for the current job market. Through the new connections Jayveer received, he secured a job offer with TD Bank Group as a Project Manager. He is now giving back as a mentor for newcomers to Canada.

“ACCES helps newcomers identify their area of expertise that will fit into the Canadian workplace. It is also a place where a job seeker will find their motivation and in turn can motivate others.”

Jayveer Jadeja, Project Manager, TD Bank Group,  
Leadership Connections Alumni



# What I Learned at ACCES



## The Importance of Mentorship

Born in Dieppe, France, Coraline came to Canada in 2012. In 2014 Coraline was looking to pursue her goals to start a business. After joining the Entrepreneurship Connections program Coraline co-founded Q&A Design. The company designs, develops and manufactures prototypes of various sizes using a variety of materials.

“ACCES and the Entrepreneurship Connections program is full of great resources, and the support you receive from mentors is invaluable.”

Coraline Allard, Co-Owner, Q&A Design,  
Entrepreneurship Connections Alumni

## How to Get Started With a Career

Prathana moved from Nepal to Canada hoping for new career opportunities. Upon arrival she received information on ACCES’s Youth Job Connection program and enrolled. Throughout the program Prathana gained a solid understanding of how to get started in her career by assessing her skills and goals. She also learned various job search strategies and networking tips. It was through the support of the ACCES team that she successfully found a job.

“The Youth Job Connection program is a great opportunity to learn about the Canadian workplace and meet new people. I learned so many things through the program and I enjoyed meeting participants from other cultures. The YJC team was extremely helpful and supportive with my job search.”

Prathana Baskota, Youth Job Connection Alumni



# Creating the Future

ACCES Employment is entering a new phase of service delivery. As demand for our services grows, we are enhancing and extending our impact through online services.

## Canadian Employment Connections

In 2016, ACCES was proud to launch our Canadian Employment Connections program serving overseas immigrants who will be moving to Canada. Program participants receive sector-specific job search support and one-to-one coaching via an online platform with e-learning modules. A number of participants have already received job offers while still overseas.

## ACCES Employment's End-to-End Digital Services Platform

This year, ACCES Employment was the first Canadian charity to receive a Global Grant from Accenture in the amount of \$1.4 million. With this support, we are building a new end-to-end digital services platform that will bring our program model to a wider local, national and international audience. Phase One of the program saw the launch of an Online Job Search Centre that provides self-serve learning resources including webinars, articles, interactive games and other tools to support job seekers. Phase Two of the project will include a full-service learning platform with an interface for clients and the ACCES team to work together.



## Talha Malick, Banking Advisor, RBC Royal Bank Canadian Employment Connections Alumni

One of the first overseas job seekers to join our Canadian Employment Connections program, Talha was given job search preparation and employment support before he even left Pakistan in mid-2016. Once he arrived in Canada, Talha participated in the Financial Services Connections program and was invited to attend a networking event with RBC. Through the connections he generated he was offered a job at RBC where he is now working as a Banking Advisor.

“When I landed in Canada I felt well prepared. I knew what to expect because I was so well informed by ACCES.”

Talha Malick, Banking Advisory, RBC Royal Bank,  
Canadian Employment Connections and Financial Services Connections™ Alumni

### ACCES Employment's Online Services include

- Webinars including Job Search Workshops and Guest Speakers
- Virtual Job Fairs
- Virtual Speed Mentoring®
- Informative Twitter Chats
- Virtual Mock-Interview Practice



# Job Seeker Demographics

## Our Job Seekers Come From:

- 38%** South Asia
- 18%** North America & Other
- 12%** East Asia & Pacific
- 11%** Middle East
- 9%** Latin America & Caribbean
- 7%** Africa
- 5%** Europe

\*137 countries in total

Youth  
(aged 15-29)  
**30%**

**73**  
Languages  
spoken

Job seekers  
who find employment  
or achieve training  
objectives:

**85%**

## Sector of work:

- 27%** Business, finance & administration
- 24%** Natural and applied sciences
- 18%** Sales and service
- 8%** Social science, education, government
- 6%** Management
- 5%** Health
- 5%** Trades, transport and equipment operators
- 4%** Processing, manufacturing
- 2%** Arts, culture, recreation and sport
- 1%** Occupations unique to primary industry

## Education level

- 32%** Post Graduate
- 36%** Bachelor's Degree
- 15%** Certificate/Diploma
- 1%** Applied Degree
- 1%** Certificate of Apprenticeship
- 14%** Secondary School
- 1%** Elementary School

## Program and Service Results:

Number of visits from job seekers **65,985**  
 Total number of job seekers served **20,000+**  
 Number of workshop participants **18,879**



Number of workshops offered:

Toronto 541 + Scarborough 656 + North York 291 + Mississauga 687 + Brampton 323

**= 2,498**



## Bridging Programs:

Graduates employed in their field within one year of program completion

(for each program):

Engineering Connections	<b>75%</b>
Financial Services Connections™	<b>81%</b>
Leadership Connections	<b>82%</b>
Sales & Marketing Connections	<b>84%</b>
Information Technology Connections	<b>88%</b>
Human Resources Connections	<b>77%</b>
Supply Chain Connections	<b>81%</b>

## Entrepreneurship Connections

**642** newcomers explore starting a business in Canada. **90** newcomers take first steps to plan and start their business. **36** clients have launched their business!

## Employer demographics

Businesses in each of the following categories:

> 500 employees	<b>6%</b>
51 to 500 employees	<b>18%</b>
11 to 50 employees	<b>27%</b>
1 to 10 employees	<b>49%</b>

Number of active employers: **1206**



\*Employment Ontario clients surveyed



# A Timeline



Over the past 30 years, ACCES has built an innovative organization committed to community collaboration, strong results, continuous improvement, staff engagement and employer partnerships to ensure success for our job seekers.

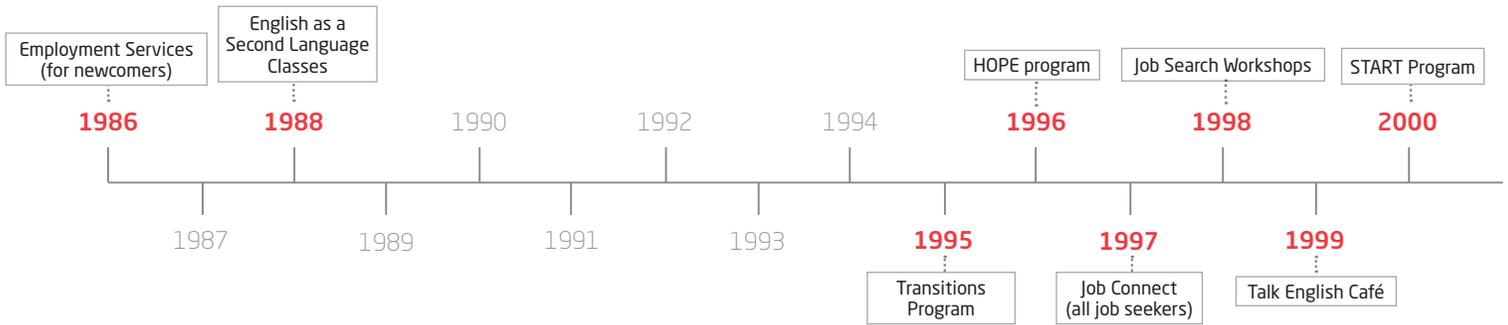
## Program Innovation History

ACCES has a history of striving for the continuous development and customization of our programs and services. Since we first opened our doors in 1986, we have evolved our suite of program offerings to meet the unique needs of the job seekers we serve.

- Employment Services
- Language Support
- Women
- Sector-Specific Support
- Mentoring
- Entrepreneurs
- Youth
- Online
- Pre-Arrival

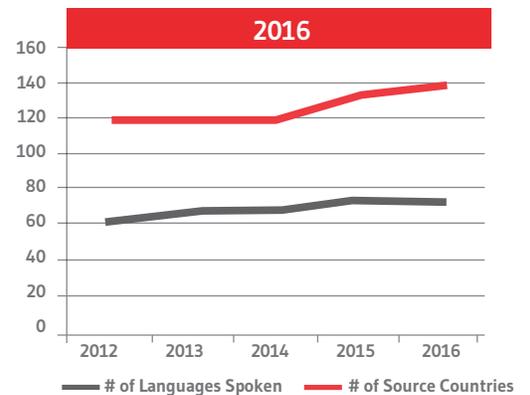
## Expansion and Locations

- 1986** ACCES (Toronto) opens in the basement of St. Helen's church
- 1991** Scarborough location opens
- 2005** Mississauga location opens
- 2006** Brampton & North York locations open
- 2016** Online service options (local, national and international job seekers)



## Increasingly Diverse Job Seekers

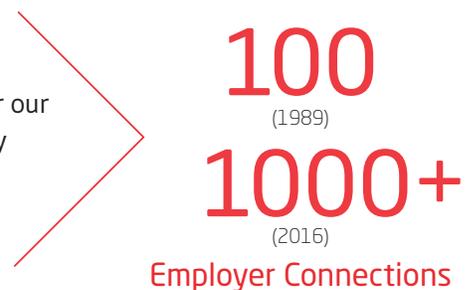
Since the organization began in 1986, we have specialized in serving newcomers to Canada. In the past five years alone, we have seen an increasingly diverse group of job seekers.



## Connecting to Employers

Over the past 30 years, our work with employers from a variety of sectors across the Greater Toronto Area has generated amazing jobs and results for our job seekers. We continue to actively engage employers through our advisory committees, sponsorship opportunities, volunteering and mentoring.

**TD Bank Group and RBC Royal Bank have each hired over 430 ACCES candidates.**



## It's About Making Connections

ACCES programs and services are developed and delivered in partnership with our employer and industry connections. We help our job seekers find meaningful employment by connecting them with professionals from their sectors through mentoring, guest speaking, and other volunteer activities.

**58** Sector-Specific Advisory Committee Members across 7 programs.

Speed Mentoring®  
(since 2006):

**4417**

Mentors

**4210**

Mentees

**21050**

Connections Made

ACCES and The Mentoring Partnership:

**2488**

Mentors

**3593**

Mentees

**3593**

Connections Made

Sector-Specific Workshops  
(Engineers & Health Professionals)

Financial Services  
Connections™

IT Connections

Supply Chain  
Connections

Speed Mentoring en Français

Youth Job Connections

2001

2003

2005

2007

2009

2011

2013

2015

2002

2004

2006

2008

2010

2012

2014

2016

New to Canada Assessment and Referral Program

Speed Mentoring®  
Engineering Connections

Sales and Marketing Connections  
Language for Workplace Connections

Speed Mentoring Marathon (1st)  
Human Resources Connections  
Employment Ontario (Job Connect)

Leadership Connections  
Entrepreneurship Connections

Motive Power Connections

Youth Job Link  
Canadian Employment Connections  
Online Job Search Centre  
Empowering Women  
IT Accelerator Program

## An Award Winning Organization

We are proud of our strong history of service and organizational excellence. An award winning organization, ACCES Employment has been recognized both for the high quality of our services as well as for our innovative approach to supporting job seekers.



- Minister's Award for Excellence in Service Quality: **2004, 2005**
- Minister's Award in Service Innovation: **2007**
- Minister's Award for Excellence in Results: **2007**
- Career Edge Achievement Award: Partner of the Year: **2014**
- RBC Immigrant Success Award (Toronto Region Immigrant Employment Council) – with the Business Development Bank of Canada (Entrepreneurship Connections) **2014**
- Employment Ontario Leadership Award for Customer Service: **2016**
- United Way Spirit Awards: **1996, 2007, 2009, 2012, 2013, 2014, 2015**



# World of Difference Campaign

There are currently over four million displaced Syrians living outside their home country as refugees. Canada has significantly increased efforts to address this humanitarian crisis by ramping up the arrival and settlement of Syrian refugees across the country.

25,000 Syrian refugees arrived in Canada before the end of March 2016, and over 30,000 are expected before the end of the year. ACCES Employment saw an immediate need to coordinate support efforts, employment services and programs available to assist Syrian refugees as they arrive in Canada.

Thanks to the success of our 2016 *World of Difference* fundraising campaign, ACCES Employment was able to quickly develop and deliver tailored employment services and programs that enable Syrian refugees to become independent and integral members of the community in Toronto. With the support of our lead campaign sponsor, Tangerine, we successfully raised over \$43,000 in support of this cause.

## What we achieved with donor support:

- Across our five locations we have worked with over 200 Syrian newcomers to date.
- These newcomers have accessed a range of services at ACCES including job search and training support, sector-specific programs and our language training programs.
- We have hired a dedicated Arabic speaking Employment Consultant to provide much needed job search support.
- Nearly half of the 200 individuals are already employed or in training programs. We anticipate that over 80% will either find employment or access training before the end of the year.

**The dollars you helped us to raise continues to make a World of Difference!**



# ACCES Supports Immigrants and Refugees From Around the World

12 years ago, Andres Gutierrez came to Canada from Columbia as a refugee. Today, his life and career in Canada has progressed well beyond what he thought would be possible.

Reflecting on his first few months in Canada, he remembers the hours he spent in language classes working to improve his language skills. He came to ACCES Employment once he felt that his English skills were strong enough to find employment. ACCES connected him to a mentoring and internship program in the Engineering field. He says, "Everybody was looking for Canadian experience at the time – because of ACCES, I was able to get this experience that I needed." From this first internship, Andres has grown his career and worked for major companies in Canada. He is now working his way up at General Electric and has global aspirations for his future career path.

He is now a P. Eng. licensed engineer working as a Global Continuous Improvement Manager for General Electric.

"When I arrived in Canada, I was surprised by the willingness of people to help without expecting something in return - that was unbelievable! ACCES cared about me and my ability to settle and succeed. I try to return that favour now in my life here."

Andres Gutierrez, Global Continuous Improvement Manager,  
General Electric, P. Eng, PMP





# Walk of Fame Awards

This year's Walk of Fame Awards honour influential individuals representing employers that have contributed to the development and growth of ACCES over our 30 year history. During this time, we reached many milestones and achievements that reflect who we are today. ACCES is recognized as a leading organization in our sector that provides highly successful programs and services to job seekers and employers.

All of our award winners have contributed in a significant way to the organization over the years. Winners have influenced our services and programs and contributed to the growth and innovation of ACCES as an organization. Their collaboration and partnership have resulted in tremendous successes for our job seekers.

**Congratulations to each of our winners and thank you  
for your continued commitment to ACCES!**



(clockwise from top)

**Selina Louzado**

**Al Roissl**

**Elizabeth Fletcher**

**Anand Vyas**

**Susan Hawkins**

**Mike French**

**Ellen Austin**



## **Ellen Austin, HR Business Partner, Business Development Bank of Canada**

Ellen has been instrumental in growing and developing the relationship between ACCES and the Business Development Bank of Canada since 2010. Ellen led the partnership between ACCES and BDC in 2012 to pilot the Entrepreneurship Connections program for newcomers starting a business in Canada. Ellen has also supported the Financial Services Connections™ advisory committee for the last six years and BDC has hired over 35 ACCES clients into various roles throughout the organization.

### **What is the value of ACCES's services and what differentiates us from other employment organizations?**

I have personally seen the evolution at ACCES in terms of both your employment services and supporting newcomer entrepreneurs. ACCES truly sets the tone for welcoming newcomers to Canada and providing a supportive place for them to learn and understand the labour market here. There is a true investment in each individual through a customized approach. Although ACCES has grown significantly over the years, you haven't lost your human touch.

### **Can you share a memorable ACCES moment that stands out over the years of your work with us?**

A number of years ago, we organized a Speed Mentoring® event and there were both BDC and ACCES Employment staff

present at the event. A participant approached me and noted that they couldn't tell who was who because everyone seemed to work so well together. I remember this moment because if a participant can't tell the difference between BDC and ACCES staff, then we must be collaborating very well together. This is truly a unique partnership.

### **ACCES is celebrating 30 years of service. Looking to the future, where do you see us in another 30 years?**

There are so many program models that work well at ACCES Employment, I think there is tremendous opportunity to

leverage these best practices. Geographically, I would love to see ACCES move from the Greater Toronto Area to become a national organization. I also feel that technology will enable ACCES to reach more people in customized ways.



## **Elizabeth Fletcher, Senior Manager, Citizens Services, Accenture Canada**

Elizabeth Fletcher first started building the relationship between ACCES and Accenture in 2009. Since then, she has been instrumental in continuing to grow our partnership as it aligns with Accenture's Skills to Succeed initiative, which targets providing 3 million people globally with skills to secure meaningful work or build a business by the end of 2020. Since 2009, Accenture has supported a number of ACCES services through employee volunteering and cash grants. Accenture is the lead sponsor of our IT Connections program and they support Speed Mentoring® and various other ACCES initiatives. In 2016, ACCES Employment received a \$1.4 million CAD Global Grant from Accenture to develop an end-to-end online services platform.

### **What personal motivation did you have for building and fostering the relationship with ACCES?**

I lived in the UK for five years after university and when I moved back to Toronto I didn't have a professional network. I was really looking for a way to get engaged with my workplace and with the broader Toronto community. I connected with Corporate Citizenship at Accenture and they offered me the opportunity to volunteer with ACCES Employment, a United Way member organization. Over the last eight years, we have supported various programs at ACCES Employment which included providing over 150 volunteers and mentors who support job seekers in their journey. Accenture is also represented on the Board of Directors and the IT Connections program advisory committee.

### **What is the value of ACCES's services and what differentiates us from other employment organizations?**

I now oversee all charitable organization relationships for our Toronto office. ACCES is special to me because of the number of people that you impact in a year, and also the results that you achieve. The results are outstanding and this makes ACCES easy to support. I have seen their strong outcomes and the quality of their work.

### **ACCES is celebrating 30 years of service. Looking to the future, where do you see us in another 30 years?**

I see ACCES serving more remote communities with an expanded scope and reach. I think ACCES should teach other organizations "what your magic is" and that way, you will be able to help even more people. I look forward to staying involved with the organization, even though ACCES now has a great number of supporters at Accenture.



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

Mike French has partnered with ACCES to further grow a strong relationship that began 10 years ago. To date, TD has recruited 436 ACCES clients into financial services, information technology, human resources and other roles across the organization. Mike also actively contributes to ACCES through the Leadership Connections program advisory committee and has been instrumental in securing support for ACCES's *World of Difference* campaign. In 2016, TD supported ACCES with the development and launch of our Empowering Women program. This program helps newcomer women realize their leadership potential through an intensive one-week course that includes leadership and communication training as well as mentoring from TD executives. Supported through a sponsorship from TD, the program's success depends on the dedicated efforts of a number of leaders at TD. Andreea Amariei worked tirelessly to develop the concept and initiate the program. Nicole Jaccsic, also a champion, has evolved the design of the program and works with TD to ensure that leaders are available to mentor and lead sessions. Andrea Robertson, an ACCES Board Member, is actively involved in the planning, content and volunteer engagement of the program.

### What personal motivation did you have for building and fostering the relationship with ACCES?

I was first introduced to ACCES Employment through a Speed Mentoring® event. I was so impressed by the caliber of people sitting across from the table, the quality of their resumes and presentation and the amazing courage behind their stories. These are individuals that have uprooted themselves from across the world who have come to Canada for more opportunities and often, a better future for their kids and the next generation. I was quite moved by the magnitude of their decision and the sacrifice that it entailed.

### How does ACCES help TD to advance diversity as a focus in the organization?

Diversity is very important at TD and is one of our key areas of focus. There is the altruistic side (because it is the right thing to do

to be inclusive and welcoming), but there is also the business rationale. If you really want to hire the best and the brightest, you need to tap into the whole population. TD is very happy to be aligned with ACCES to deliver programs such as Empowering Women and Talk English Café. These programs provide practical and real support that helps newcomers get the extra boost that they deserve.

### ACCES is celebrating 30 years of service. Looking to the future, where do you see us in another 30 years?

The fact that you're celebrating 30 years already shows your passion and ability to stay relevant. I think the digital revolution is going to be very powerful for ACCES – you need to have presence online to reach people before they come to Canada and get them started on their job search. Most of the growth in the developing world will come from immigration and this will only be

more significant over the next 30 years. It is great for Canada when smart, entrepreneurial, talented and productive people immigrate here and are able to contribute to their sectors of work – this is very important for our country.



## **Susan Hawkins, Manager, RBC Recruitment, Greater Toronto Region, National Office, Personal & Commercial Banking and Operation, RBC Royal Bank**

Susan and her team have worked with ACCES for the past ten years, recruiting 438 ACCES clients into financial services, information technology, human resources and other roles throughout the organization. She actively contributes as a member of both the Financial Services Connections™ and Leadership Connections advisory committees and has helped develop the curriculum and overall strategic direction of these programs. She has led numerous recruitment events for ACCES clients and regularly shares her expertise and advice about what employers are looking for in candidates.

### **Tell us about the partnership that you have built with ACCES over the years.**

Working with ACCES over the years, what really stands out is the strong collaboration and understanding of what we are looking for. ACCES, through the Financial Services Connections™ (FSC) program, introduces us to people who are highly qualified and excited about roles in financial services and fit well with both our retail and commercial banking groups.

In addition to these roles, we have introduced many excellent ACCES candidates into our wealth management, insurance and national office roles. Our relationship has truly expanded over time, I see ACCES as an extension of my recruitment team.

### **What is the value of ACCES's services for job seekers and newcomers?**

ACCES truly makes an investment in the job seekers they work with when they prepare them for jobs in their respective fields. I am actively involved with the FSC program and I see and experience the tremendous training, preparation and the number of introductions they get to employers – all of this sets ACCES clients up for success.

### **What personal motivation did you have for building and fostering the relationship with ACCES?**

From a personal perspective, I have met so many unbelievable people that are excited, keen, humble and genuine. These individuals have done their research and know that

they want to be a part of the RBC team. They are also appreciative of the support and the opportunities that they have received and are eager to show what they are capable of. I still hear from many of the candidates we have hired and I am so happy to see their success and growth over the years.



## Selina Louzado, Human Resources Director, Novotel Mississauga, Vrancor Hospitality

Selina Louzado has hired more than 20 ACCES clients over the last five years in a variety of roles at the hotel. In addition to recruitment, Selina has organized tours for newcomers at the hotel to learn more about the hospitality industry. She has been an active member of the Human Resources Connections program advisory committee since 2010. Novotel has also made in-kind donations to ACCES Employment's annual United Way campaign.

### Can you tell us about your personal experience of diversity in Canada?

I came to Canada 22 years ago when there was an expectation of needing 'Canadian experience'. I believe this has changed today in Ontario. My personal experience as a newcomer to Canada has been a positive one. Canada's diversity was and is well reflected in the team at the Novotel. Our team at Novotel have diverse backgrounds and are better able to serve all communities, they increase the language and cultural capacity of our organization. This has been a positive experience for me especially as I transitioned into the role of Human Resources several years ago. This rich diversity was a valuable asset for me.

At Novotel Mississauga we are open to candidates from all over the world. I think our team reflects our guests being multicultural and diverse. In my experience what is important is what you bring to the table; and what skill set you have that can improve the workplace. In general for recruitment, people are looking less and less at which

country you came from – it is all about what you can do and whether you have the skill set for the position.

### Tell us about the relationship and partnership that you have built with ACCES over the years.

Working with ACCES Employment has always been a good experience. The individuals that represent ACCES are supportive and work hard in bringing quality candidates to us. ACCES helped us connect with many new immigrants, out of work candidates and individuals changing careers. At the hotel we have invited candidates to visit our hotels. I have personally hosted several groups coming into the hotel and have introduced different roles as a means to familiarize candidates with the hospitality industry. I have offered my services to help ACCES job seekers with their interview skills, specific to the hospitality industry. If we don't have any openings, I want them to succeed at other hotels.

### ACCES is celebrating 30 years of service. Looking to the future, where do you see us in another 30 years?

I am very proud to be associated with ACCES – they affect people's lives positively. I see ACCES highly involved with employment and training. The people I work with at ACCES are passionate about what they do. If you have passion you will be successful. 30 years down the line, I hope that ACCES continues to hire passionate people who care about what they do.



## **Al Roissl, CFP, Managing Director, Desjardins Financial Security Independent Network**

Al Roissl has worked with ACCES in a variety of ways since 2008, hiring 10 of our clients into financial advisor and administration roles in Scarborough, Mississauga and Cambridge. Desjardins has provided sponsorship and support for ACCES's Sales and Marketing Connections program, Speed Mentoring® Marathon and contributed as a donor to our *World of Difference* campaign.

### **Tell us about the partnership that you have built with ACCES over the years.**

Over the years, the job development team at ACCES has been really helpful in meeting our needs. They have helped us to find talent in a number of sales and administration roles. They are very professional and understand our business needs. It is always a good experience working with ACCES.

Our partnership is a two-way street and ACCES has helped us out greatly. We are happy to help out where we can. Sponsoring events and other activities gives us some great exposure as well.

### **How do you think diversity in the workplace has evolved in Canada over the last 5-10 years?**

The staff in my office represent many different nationalities. I was not born in Canada and that's typical in my office. This allows us to deal with a multitude of clients. Our team is a better reflection of the community we operate in – that has changed over the last 10 years and so has the makeup of our team.

### **ACCES is celebrating 30 years of service. Looking to the future, where do you see us in another 30 years?**

Based on the past and their trajectory, ACCES is on the right track of using technology to take things to the next level. I witnessed Virtual Speed Mentoring® for the first time recently – this kind of offering shows the forward thinking of the organization.



## **Anand Vyas, General Manager, Oscardo Inc.**

Anand Vyas came to ACCES Employment 10 years ago with a background in warehousing from England. With this experience, he found the support he needed at ACCES to secure his first opportunity with Oscardo Inc. Since then he has moved up in the organization and is now a General Manager. He has hired over 10 clients from ACCES Employment and many of these long-standing employees have been promoted into various roles.

### **What personal motivation did you have for building and fostering the relationship with ACCES?**

As a newcomer to Canada, I understand what new immigrants go through when they are looking for work. The challenge of not having any Canadian experience and not being given the opportunity to prove themselves is definitely real. I know that ACCES works with employers to improve the opportunities that newcomers get, and it is important to me to support this.

I also believe in giving these same opportunities to youth, since they are often facing challenges of their own.

### **Tell us about the partnership that you have built with ACCES over the years.**

Over the years, I have developed a great working relationship with the ACCES team. They are the first ones that I call when I need to hire new people. Even when I receive general applications for various roles, I always suggest that they go to ACCES for preparation so that they have a really good chance at the interview.

Job candidates that come from ACCES are well prepared in terms of their resume and interview skills and they become committed employees. This is really great for an employer.

### **ACCES is celebrating 30 years of service. Looking to the future, where do you see us in another 30 years?**

I see ACCES working with an even greater number of employers, and specifically, getting larger employers involved in hiring higher numbers of job seekers.

As a smaller company, Oscardo Inc. can provide opportunities to only a certain number of people, but a larger employer really has the ability to make a greater impact on the number of immigrants they hire. If ACCES expands in this area, this would be very helpful for newcomers.



# 30 YEARS Special Thanks

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CPA Ontario  
Tangerine – World of Difference fundraising campaign,  
2016 and Speaker Series  
TD Bank Group – Empowering Women and Talk English Café™

## Community Partners

Afghan Women's Organization, Agincourt Community Services Association, Arab Community Centre of Toronto, AYCE Employment Services, Brampton Library, Brampton Multicultural Community Centre, Brampton Board of Trade, Brands for Canada, Caledon Community Services, Canadian Supply Chain Sector Council, Catholic Cross-Cultural Services, Career Edge Organization, Centennial College, Centre for Education and Training, Centre for Information and Community Services, Centre for Women's Education and Development, City of Toronto, Coalition for Persons with Disabilities, 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, ICTC, Immigrant Access Fund Canada, Job Skills, JobStart, John Howard Society, JVS Toronto, Magnet, MicroSkills, March of Dimes, Mississauga Board of Trade, Muslim Community Services, Newcomer Centre of Peel, NPower Canada, OCASI, ONESTEP, OTEC, Operation Springboard, Peel Career Assessment Services, Peel Halton Workforce Development Group, Peel Newcomer Strategy Group, Peel District School Board, Polycultural Immigrant and Community Services, PCPI, Punjabi Community Health Services, Refugee Career Jumpstart, Region Of Peel, Ryerson University, 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, TRSM Business Career Hub, Tamil Eelam Society of Canada, The Canadian Centre for Victims of Torture, The Ontario Institute of the Purchasing Management Association of Canada, Toronto Region Board of Trade, Toronto District School Board, Toronto Public Health, Toronto Public Library, TRIEC, Toronto Scarborough Hospital, United Way of Peel Region, University of Toronto, VPI, Warden Woods Community Centre, West Hill Community Services, WoodGreen Community Services, WES World Education Services, Youth Employment Services, YouthLink, YMCA, YWCA.

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Trinity Tech Inc.  
Volunteer Canada  
Wertheim Consulting

# Financials\*

## Accessible Community Counselling and Employment Services (A.C.C.E.S.) Statement of Financial Position

As at March 31, 2016	2016	2015
<b>Assets</b>		
Current		
Cash and cash equivalents (Note 2)	\$ 2,488,818	\$ 908,390
Contributions and HST receivable	1,719,193	1,730,068
Prepaid expenses	100,080	228,861
	<u>4,308,091</u>	<u>2,867,319</u>
Capital assets (Note 3)	787,917	876,579
	<u>\$ 5,096,008</u>	<u>\$ 3,743,898</u>
<b>Liabilities</b>		
Current		
Accounts payable and accrued liabilities	\$ 1,373,248	\$ 1,348,599
Deferred contributions (Note 4)	1,886,346	480,343
Deferred contributions—capital assets (Note 5)	61,030	185,198
	<u>\$ 3,320,624</u>	<u>\$ 2,014,140</u>
<b>Net assets</b>	<u>\$ 1,775,384</u>	<u>\$ 1,729,758</u>
	<u>\$ 5,096,008</u>	<u>\$ 3,743,898</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, 2016	2016	2015
<b>Revenue</b> (Schedule 1)	\$ 16,527,918	\$ 16,554,294
<b>Expenses</b>		
Amortization of capital assets	388,054	419,334
Bank charges and interest	29,075	20,687
Building occupancy	1,320,927	1,286,210
Consulting and other purchase services	80,744	51,213
Insurance	39,786	40,042
Licenses and dues	7,230	8,461
Office equipment rental and repair	116,182	89,480
Office supplies and resource material	336,306	327,798
Professional fees	75,305	105,698
Program delivery services	1,850,229	1,479,402
Promotion and publicity	134,330	97,696
Salaries and benefits	10,004,886	9,197,816
Staff development	102,580	88,549
Telephone	83,918	83,741
Training supports and subsidies	1,837,893	3,148,045
Transportation	74,847	57,322
	<u>16,482,292</u>	<u>16,501,494</u>
<b>Excess of revenues over expenses</b>	<u>\$ 45,626</u>	<u>\$ 52,800</u>
<b>Net assets, beginning of year</b>	<u>\$ 1,729,758</u>	<u>\$ 1,676,958</u>
<b>Net assets, end of year</b>	<u>\$ 1,775,384</u>	<u>\$ 1,729,758</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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