



Leaders in Employment

ACCES Employment **Impact Report 2023-24**

Dedicated to building a fully inclusive labour force
that reflects Canada's diversity, skills, and experience

ACCES Employment
Impact Report 2023-2024

OUR IMPACT AT A GLANCE

56,000+

JOBSEEKERS SERVED

85%

OF ASSISTED CLIENTS SECURED
EMPLOYMENT OR ENROLLED IN
AN EDUCATIONAL OR TRAINING
PROGRAM

4,200+

EMPLOYERS IN OUR NETWORK

2,435

PRE-ARRIVAL IMMIGRANTS
SERVED BEFORE ARRIVING
IN CANADA

86%

OF CLIENTELE
ARE IMMIGRANTS

1,075

ENTREPRENEURS SUPPORTED
IN BUSINESS START-UPS



Uniquely positioned to fuel stability for Canada's economy

Canada is experiencing a time of economic uncertainty. Inflation is taking its toll on the basic cost of living, pushing up the cost of groceries, gas, and housing. The Bank of Canada has declared our weak productivity an emergency that makes it harder to control inflation and could erode living standards further. At the same time, Canada faces labour shortages due to a declining birthrate and aging population, and emerging sectors are demanding new skills and exposing skills gaps.

Canadians understand the value of immigration to our country and our economy. With almost all of our population growth now dependent on immigration, Canada is welcoming 500,000 newcomers a year. But while immigrants fuel our economy and can bring the skills employers need, they continue to face barriers to employment. Racialized minorities and immigrants experience greater unemployment and underemployment in lower paying jobs, creating an immigrant wage gap estimated to cost Canada's economy \$50 billion a year.

In this context, ACCES Employment's significant contributions to newcomers and the Canadian economy are underscored.

Our infrastructure, programs, and relationships built over 37 years mean we are uniquely positioned to ensure the integration into the labour market of skilled immigrants who are so critical to Canada's success.

Our work is important to Canada's future, and particularly right now.

We're setting newcomers up for success even before they arrive. We're pivoting quickly to help refugees and asylum claimants fleeing conflict and fear of persecution in their own countries. We're providing options for newcomers who want to come to our largest cities, helping them settle successfully and work in smaller urban and rural communities all across Canada. We're anticipating labour market needs, and adapting our programs to sectors such as healthcare, trades, and STEM. We're bringing employers into the conversation, working with industry to tailor our programs. We're helping entrepreneurs create jobs for themselves and others.

We'll stay innovative in our workforce development, always learning and providing our expertise, no matter what shape the economy takes.

We value our country's diversity. We benefit from our differences. And we want everyone who comes here to thrive.

ACCES Employment is about more than just a job. We see a world where newcomers are able to live their best lives, finding stability despite the uncertainty. A world where we have a fully inclusive labour force reflecting Canada's diversity, skills, and experience. We see a world where everyone contributes to and shares in our country's prosperity.

We thank our government funders, corporate sponsors, donors, employers and community partners for helping us make our vision a reality. We also want to thank our incredible staff who lead and deliver on our mission each day.

We also extend our gratitude to our outgoing Board Chair Brian G. Bachand for his incredible contributions, leadership, and guidance. Brian shared our passion for a prosperous, diverse Canada and he brought us closer to achieving that vision with inspiration and fortitude.



Allison Pond
President & CEO
ACCES Employment



Andrea Robertson
Vice-Chair
Acting Chair of the Board



Our Commitment to Inclusion

LAND ACKNOWLEDGEMENT

In the Greater Toronto Area where we operate, 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 to support all 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 the impact of colonialism. We are committed to working together towards building a more inclusive, just, and equitable future.

DIVERSITY, EQUITY, INCLUSION

Our commitment to diversity and anti-racism includes creating a workplace and culture where everyone feels respected and included, where different perspectives are welcomed and valued.

Canada is one of the most diverse countries in the world with immigrants speaking more than 450 languages coming here from nearly 200 countries to build new lives. However newcomers continue to face many challenges finding and maintaining employment. Various equity-deserving groups also face significant barriers.

Skills, language or cultural barriers, in addition to understanding systems and norms, gaining access to labour market information, and making new contacts, all combine to make the newcomer experience complex.

Because we champion diversity, we strive to achieve equity and inclusion in everything we do.

“The warm and inspiring atmosphere, coupled with exceptional instructors and a comprehensive curriculum, made me feel welcomed and equipped to tackle any challenge. I am grateful for the opportunities ACCES opened up for me. Thank you for providing such an amazing program and being an integral part of my success story.”

— **Guita Movallali** — ACCES Employment Alum,
now Executive Director of a non-profit.



Collaborating for Growth

We're expanding our partnerships locally and nationally to connect more newcomers with our vast network of employers. With increased immigration to Canada, we continue to support greater numbers of jobseekers, expanding our impact through more partnerships and diversified sources of funding.

Employment Ontario

We're working with WCG Services to implement the new [Integrated Employment Services \(IES\)](#) model which provides customized and flexible employment counselling that allows jobseekers to work one-to-one with our staff to develop a personalized action plan. Job search support at seven locations across the Greater Toronto Area and beyond, includes in-person and online networking, resume development, interview preparation, mentoring, and labour market information to help jobseekers target their search.

Connecting newcomers

We responded to labour shortages in small and rural communities by providing services to 1,910 pre-arrival clients and positioned many of them to secure job offers even before they arrived in Canada. Through the [Connecting Canada Program](#), we're benefiting employers and local economies across Canada, not only in large urban centres. We're working with communities from Newfoundland to British Columbia and the Northwest Territories to showcase smaller centres and connect soon-to-be immigrants to employers there. If more immigrants know about opportunities to live and work in smaller urban and rural communities in Canada, more choose to land there.

Helping refugees find good jobs

We've helped 3,179 refugees learn about the labour market in Canada, obtain mentorship, and build networks. We pivoted quickly to respond to the needs of refugee claimants and asylum seekers from Ukraine, Afghanistan, Nigeria, and other countries. In addition to employment counselling and job placement, our [Connecting Newcomers to Good Jobs](#) program features mental health supports, language coaching, and job search training in various languages.

Sector-specific programs

We've helped 1,781 jobseekers apply their skills to in-demand industries in Canada such as healthcare, cloud computing, engineering, and finance. Our niche programming in emerging industries and new technologies, includes our highly successful [Ontario Bridge Training Programs](#) which helps newcomers bridge any gaps in their skills and knowledge and helping them succeed.

"The Employment Consultant Team was extremely friendly and knowledgeable. Thank you very much to ACCES Employment for the great support. It would have been impossible to do it without the support and guidance."

— **Ahmed Ibrahim Abdallah** — ACCES Employment Alum, now working as health, safety, and environment advisor for a company that specializes in geotechnical engineering and construction monitoring.



Helping people launch their own businesses

Entrepreneurship Connections Pre-Arrival program

Through this [program](#) we served 525 people before they arrived in Canada by providing one-to-one business advice, webinars, guest speakers, and introductions to start-up supports in cities across Canada.

Entrepreneurship Connections program

Fifty-eight per cent of the 114 clients who completed this [program](#) started a business in year one as they learned all aspects of start-ups, from validating a good idea to pitching to potential investors, marketing, creating a business plan, and business operations.

This program also included a [specialized stream](#) assisting 237 recent Ukrainian arrivals. They received tailored services in their own language to help them start a business in Canada.

Research partnership supporting entrepreneurs

A research project called [Mentorship for Success](#) that was funded by The Metcalfe Foundation, focused on the importance of mentorship for low-income and newcomer entrepreneurs, with findings and recommendations on ways to advocate for more critical funding.



Vian Nguyen enrolled in the Entrepreneurship Connections program in May 2023. Within one year, her business, Rude Mama Hot Sauce, received a \$5,000 micro-grant from the City of Toronto, was carried in 14 specialty food stores across Ontario, and was in high demand at pop-up markets across the city.

— ACCES Employment Success Story

A photograph of three women in a professional setting. On the left, a woman with dark hair and glasses is seen from the side, looking towards the center. In the center, a woman with short grey hair and glasses is smiling and looking towards the right. On the right, a woman with blonde hair is seen from the side, looking towards the center. They appear to be in a meeting or collaborative work environment.

Engaging our Partners & Donors

We're creating new programs, engaging with our donors, and diversifying our funding to help jobseekers find employment success.

World of Difference

With strong donor support, we launched another successful World of Difference [fundraising campaign](#) that raised more than \$250,000 to support jobseekers, alumni, and the greater community with learning opportunities and resources, including a large-scale learning symposium to enhance financial well-being. With the Royal Bank of Canada (RBC) as the financial literacy sponsor, the campaign theme of economic empowerment included financial wellness bootcamps and targeted workshops for newcomers, women, youth, and BIPOC populations.

Toronto Pearson Ready-to-Work

In partnership with the Greater Toronto Airports Authority (GTAA), the [Toronto Pearson Ready-to-Work](#) program provides jobseekers with orientation, customer service training, one-to-one support, mentorship, and job matching to launch a career at Canada's busiest airport. Through this one-of-a-kind program, clients are fast-tracked to obtain their RAIC (Restricted Area Identity Card), which is a mandatory requirement as they seek positions at the airport.

TD Ready Commitment

This partnership funds our [Women in Technology](#), [Cybersecurity Connections](#), and [Empowering Women](#) initiatives which provide newcomers with training and connections to secure employment primarily in the fields of banking, consulting, and technology.

IBM SkillsBuild

Through our partnership with IBM, we provide jobseekers access to [SkillsBuild](#), a digital learning platform designed to facilitate upskilling and professional development. The platform has thousands of free, self-paced modules on various topics relevant to career advancement and skill enhancement. Resources such as career assessment tools and mentoring conversations with IBM professionals are also available. The learning can be applied across a number of sectors and also serve many newcomer groups, including women and youth.

Partnership with Upskill Canada

Through a new partnership with Upskill Canada, powered by Palette Skills and the Government of Canada, we're connecting disadvantaged jobseekers to [careers in manufacturing](#), a high-demand sector in need of skilled technicians. This funding allows us to respond to the emerging labour market needs of this high-growth sector by providing much-needed technical training, mentoring, coaching, and job placements.

Amplifying our Stories



The individual success stories of our clients help demonstrate the effectiveness of our services. We're achieving more than 300,000 engagements through our marketing and communications efforts annually, and we continue to measure and monitor our brand, reach, and engagement so that we can track our performance and expand our reach even further.

We're grateful for the guidance of our Stakeholder Advisory Council, 18 leaders from across sectors who help us grow awareness, engagement, and sponsorship. Our first annual volunteer appreciation event was an opportunity to thank our advisors and plan for the future, and has now been established as an annual event.

"The Supply Chain Connections program was a game-changer for me. It gave me the confidence and knowledge I needed to navigate the Canadian job market and secure a position in my field,"

— **Geetika Kour** — ACCES Employment Alum, now a project manager with an IT consulting firm.



Innovating for Impact

The world of work is changing and so too is our sector, and our organization.

We're keeping pace with emerging trends in employment and technologies, so that our organization and our clients can respond with flexibility and build resilience in our fast moving times.

We're leveraging opportunities for newcomers by responding to gaps in the labour market in fields such as advanced manufacturing, healthcare, and technology by connecting jobseekers with employers looking for talent in high-demand sectors.

Keeping pace with emerging trends

We've saved more than 11,000 hours of staff time through process improvements and by engaging VERA, an AI chatbot that can connect jobseekers to employment services, including referral to programs and workshops, linking to online resources and answering questions 24-7.

11,000+

**HOURS SAVED WITH
AI CHATBOT VERA**



Activating change through partnership

We're demonstrating leadership in the newcomer skills ecosystem, sharing our insights and vast experience in newcomer employment with other not-for-profits doing similar work across Canada.

We also participated in a year-long strategic initiative led by LIFT Impact Partners and funded by Immigration, Refugees and Citizenship Canada (IRCC). Working with other national service providers, the goal was to create greater impact as we integrate newcomer talent into the Canadian labour market.

Early Childhood Education

We're responding to a fast-growing need for early childhood educators. We're partnering with the Region of Peel, Humber College, and Sheridan College to offer a [16-month program](#) that leads disadvantaged jobseekers to a college diploma in Early Childhood Education and employment in the field.

Healthcare Sector

We're supporting [internationally educated healthcare professionals in securing non-licensed employment in the broader healthcare sector](#). Participants learn a range of sector-specific job seeking strategies, build the skills to translate their healthcare experience into non-licensed roles in the broader health sector, and are connected with employers. A new collaboration with the Foundation for Advancing Family Medicine aims to address challenges in primary care by preparing newcomers for jobs within the team-based model of care.



Leading by Example

Preparing people for job success is at the very core of our business. We believe that supporting our clients and employers in building desirable workplaces must start with our own organization.

We are a diverse organization of 280 employees who work together to create a supportive and inclusive environment.

We're investing in our teams to ensure they have the social, emotional, and technical skills needed to succeed. We support our staff through professional development opportunities, mentoring, and a nurturing culture where we encourage personal growth, well-being, and excellence.

In our annual staff survey we gathered positive feedback in areas such as organizational strategy, employee experience, performance management, and learning and growth. Leadership, action, and learning and development had the most significant impact on the employee experience. Staff expressed high confidence in leadership, a strong sense of belonging, and a belief in fair treatment individually and organizationally. In addition to reducing rates of staff turnover and with significant rates of internal placements for management roles, internal growth and development opportunities are a high priority within ACCES.

Our mission and our values of impact, innovation, and inclusion are central to our work. We foster a respectful and inclusive workplace where every employee feels they belong. Our Equity, Diversity and Inclusion (EDI) Council, ACCES One, spearheads our strategy, ensuring that EDI is integrated into our operations and service delivery. We have sparked a variety of initiatives such as the formation of Employee Resource Groups including the Black Action Coalition for Change (BACC), Pride A+, and our newest group for Latin and Hispanic staff, Somos. These groups are employee-led and supported by executive sponsorship.



"ACCES Employment, with its knowledgeable team members, resources and connections, paved the way for my sales success in Canada."

— **Khalid Munir** — ACCES Employment Alum, and owner of Prime Methods Inc., an agency that specializes in web design, development, and technical support.



Financial Health

As a non-profit, charitable organization, we are committed to the effective stewardship of funds.

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

We strive for measurable outcomes and report on our impact and our financial health to our funders, donors, sponsors, and our community.

Statement of Financial Position

As at March 31, 2024

Assets - Current	2024	2023
Cash and cash equivalents	\$ 3,148,565	\$ 465,884
Contributions receivable	\$ 1,635,923	\$ 1,500,258
HST recoverable	\$ 1,008,865	\$ 252,590
Prepaid expenses	\$ 1,580,443	\$ 1,077,078
	\$ 7,373,796	\$ 3,295,810
Tangible capital assets	\$ 1,216,380	\$ 884,675
	\$ 8,590,176	\$ 4,180,485

Liabilities - Current	2024	2023
Accounts payable and accrued liabilities	\$ 1,954,208	\$ 1,058,251
Deferred contributions	\$ 4,126,715	\$ 619,607
Deferred contributions - capital assets	\$ 75,426	\$ 171,578
	\$ 6,156,349	\$ 1,849,436
Net Assets	\$ 2,433,827	\$ 2,331,049
	\$ 8,590,176	\$ 4,180,485

Statement of Revenue, Expenses and Changes in Net Assets

Year Ended March 31, 2024

	2024	2023
Revenue	\$ 34,670,249	\$ 29,456,362
Expenses		
Salaries and benefits	\$ 21,799,065	\$ 18,726,931
Program delivery services	\$ 4,974,317	\$ 3,705,370
Training supports and subsidies	\$ 2,231,557	\$ 2,170,692
Building occupancy	\$ 1,997,624	\$ 2,096,914
Office supplies and resource material	\$ 1,552,745	\$ 822,286
Amortization of tangible capital assets	\$ 590,198	\$ 521,012
Office equipment rental and repair	\$ 306,211	\$ 364,309
Consulting and other purchased services	\$ 202,260	\$ 295,848
Staff development	\$ 215,085	\$ 127,867
Telephone	\$ 159,428	\$ 111,404
Professional Fees	\$ 134,074	\$ 99,555
Promotion and publicity	\$ 104,283	\$ 93,982
Bank charges and interest	\$ 111,029	\$ 93,844
Insurance	\$ 93,121	\$ 77,608
Transportation	\$ 87,052	\$ 49,347
Licenses and Dues	\$ 9,420	\$ 13,845
	\$ 34,567,471	\$ 29,370,814
Excess of revenue over expenses	\$ 102,778	\$ 85,548
Net assets, beginning of year	\$ 2,331,049	\$ 2,245,501
Net assets, end of year	\$ 2,433,827	\$ 2,331,049

Revenue Summary	March 31, 2024	March 31, 2023
Federal Government	\$ 11,191,302	\$ 9,277,124
Provincial Government	\$ 18,962,764	\$ 16,995,971
Municipal Government	\$ 569,282	\$ 509,302
Partner Agencies and Other Funders	\$ 1,149,993	\$ 309,853
Corporate Grants, Sponsorship, Donations, and other	\$ 1,799,410	\$ 1,550,801
Other Revenue	\$ 997,498	\$ 813,311
Gross revenue	\$ 34,670,249	\$ 29,456,362

For our complete financial statement visit:

acesemployment.ca/learn-about-us/news-and-publications/annual-report-financials



A robust future for Canada

Canada's future depends on a robust economy fuelled by a strong workforce. ACCES Employment's work is a critical component of our country's success.

History has shown us that a churning economy being disrupted by technology and shifting geopolitical forces can create uncertainty for the job market and those trying to secure employment.

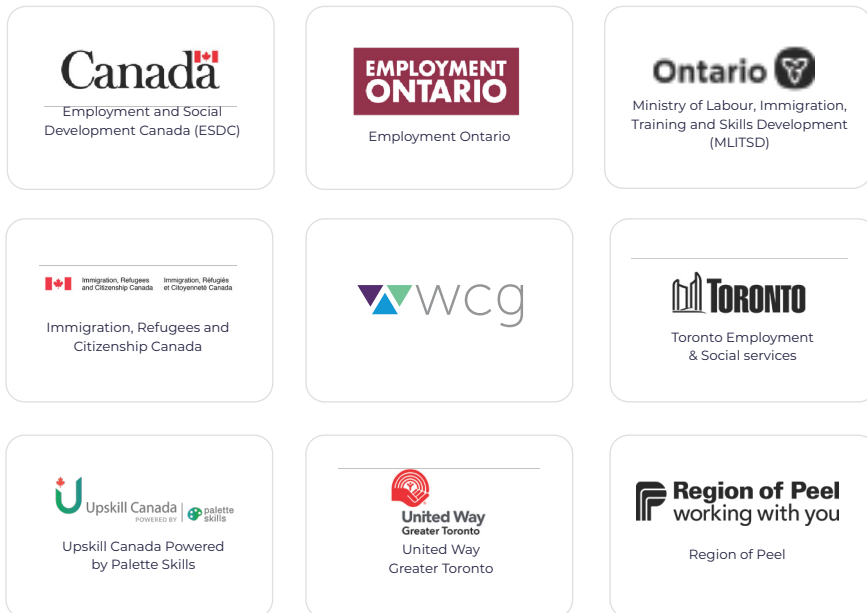
For over 37 years, we have been a trusted resource for immigrants, providing the supports necessary to help them find their place in the labour market and in the country. Our services are a constant amid the economic and social shifts.

As we look ahead, we see a strong future for jobseekers, employers and for Canada – guided by highly effective and trusted employment services we have always and will continue to provide. We offer our sincere thanks to all the partners who make what we do possible.






As we look to the future, we want to express our deep gratitude to the funders and sponsors who support us to drive positive change in the employment sector.

Thanks to our funders for their support.



Connect with us

Contact Info

-  416-921-1800
-  info@accesemployment.ca
-  489 College Street, Suite 100
Toronto, ON, M6G 1A5

Engage with us

-  accesemployment.ca
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