

Annual Report 2024-25

Building the Workforce of the Future

Committed to unlocking opportunities for all

Impact by the Numbers



56K+

**JOBSEEKERS
SERVED**



87%

**CLIENTELE ARE
IMMIGRANTS**



85%

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



1,108

MENTORS



5,200+

**EMPLOYERS IN
OUR NETWORK**



2,474

**PRE-ARRIVAL
CLIENTS WHO USED
ACCESS SERVICES**

A Diverse Workforce for a Robust Canadian Economy



It has been our privilege to have helped hundreds of thousands of clients – over the past 39 years – access employment services and gain the skills and connections they need to thrive in the Canadian labour market.

That's where our value lies. We support underserved groups and newcomers to Canada to overcome barriers to employment so they can find and keep suitable work and contribute to our country's economic growth.

Canada's economy is undergoing significant transformation, shaped by shifting national priorities, rapid advances in technology, an aging population, and geo-political forces such as war, climate-related disasters and trade disputes.

Underemployment of immigrants and other marginalized groups means billions in lost opportunity cost each year which requires us to upskill and reskill these potentially displaced workers and think of new ways of training and credentialing.

In this time of great uncertainty and disruption, building a strong, inclusive and skilled workforce is essential because a labour market that leverages the talents of all workers builds economic stability, innovation and resilience.



Our sector-specific initiatives are informed by employers and industry experts and tailored so that they can prepare jobseekers to fill roles in emerging fields such as healthcare and engineering, construction trades and manufacturing, finance, technology and agri-tech. We're finding innovative ways to help those furthest from the labour market overcome barriers and connect with employers to find pathways to careers. Our programs help internationally trained professionals leverage their experience in Canadian workplaces, and through pre-arrival supports we help immigrants start their job search even before they arrive.

ACCES is well-positioned to support the career success of individuals who are vital to Canada's economic and social prosperity, and to prepare them for the jobs of the future. With expanded support from new funders and partners, we are ready to broaden our reach and deepen our impact. We believe the future of settlement and employment services depends on strong collaboration between the public, private, and non-profit sectors, and we invite all our partners to join us in supporting employment services that contribute to a strong Canadian economy.

For newcomers, that first job here is the first step toward achieving a dream or aspiration. For all jobseekers, employment offers dignity, stability and the opportunity to build a better future. This is what fuels our work, the drive to achieve a labour force where everyone who wants to participate has the opportunity to succeed.

We thank our government funders and corporate sponsors, our donors and community partners, and the employers and volunteers who are helping us fulfill our vision for a workforce that reflects the diversity, skills and experience of Canada's population. Thank you also to our dedicated staff who lead and deliver on our mission every day.



Allison Pond
President & CEO
ACCES Employment



Andrea Robertson
Board Co-Chair

Our Commitment to Inclusion



Land acknowledgement

At ACCES, 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

Canada is recognized globally for its diversity, yet immigrants and other equity-deserving groups continue to face significant barriers to employment. Newcomers may encounter challenges such as language, unfamiliar workplace norms, and unequal access to opportunities, making finding employment more complex.

At ACCES Employment, we are committed to advancing equity in Canada's labour market. Our services are designed to support newcomers and women, youth and racialized individuals, persons with disabilities and the LGBTQ2S+ community.

Our commitment to diversity in Canada's labour market starts in our own workplace. We're dedicated to creating an environment that reflects the communities we serve, and to building an organizational culture where everyone feels respected and included. At ACCES, diverse perspectives are not only welcomed, they are essential to our work and to the impact we have in building a more equitable future for all.

Collaborating for Growth

We work closely with many partners to ensure our programming is always growing, evolving and responding to Canada's economic priorities. Our employer network helps us stay tuned into economic shifts, anticipate future trends in the labour market and scale solutions for jobseekers locally, nationally and globally. We collaborate to identify in-demand sectors and create programs to prepare jobseekers to fill specific gaps in the labour market. Through our joint efforts, we are always supporting the needs of jobseekers and employers, even as the economy shifts.



ACCES demonstrates a strong commitment to collaboration by working directly with employers across a range of industries to design programs that align with current labour market demands. This sector-specific approach ensures that newcomers gain the practical skills, credentials, and cultural understanding required to succeed, while employers benefit from a talent pool that is well-prepared and job-ready from day one.

– Stef Saad, Co-founder & Vice President, Les Entreprises SmartLux Inc., and Vice Chair of the ACCES Stakeholder Advisory Council



Pathways to jobs in agricultural technology

There is a high demand for skilled workers in the agri-tech sector as the societal focus on environmental sustainability and food security demands new approaches to agriculture, including vertical farming. With our funding partners Upskill Canada (powered by Palette Skills) and the Government of Canada, ACCES Employment is responding to this urgent labour market need through our Connecting to Careers in Agricultural Technology within Vertical Farming program. The program is informed by our industry partners and offers a pathway for those looking to launch or advance their careers in agricultural technology and is one way we're addressing real-world industry needs. Humber Polytechnic also joined as our academic partner.

Tapping young people for the trades

To support Canada's goal to build more housing and address the demand for skilled tradespeople, we're partnering to equip highly-barriered jobseekers with the skills, knowledge and support they need to succeed in construction trades. One way that we tap into this hidden talent pool is through funding from the Greater Toronto Airport Authority Uplift Fund where we travel directly to youth within their communities to offer opportunities to experience various trades through video presentations and virtual reality via our mobile employment service, the ACCES Street Fleet which is a new initiative funded by Toronto Pearson. Additional funding from the Ministry of Labour, Immigration, Training and Skills Development's (MLITSD) Apprenticeship Branch is enabling us to prepare workers for metalworking, carpentry and masonry while breaking down barriers, promoting inclusion and creating pathways to stable, high-paying careers. Our Connecting to Careers in Construction two-part series attracts youth who may not have considered working in construction, while the second stream focuses on the pre-apprenticeship stage of a career in skilled trades.

Linking mid-career workers to advanced manufacturing

Advanced manufacturing is a vital sector in the Canadian economy, yet there is an urgent skill and labour shortage that can be addressed in part by training and hiring marginalized jobseekers, including immigrants. Upskill Canada (powered by Palette Skills) and the Government of Canada are partnering with ACCES to tackle the skills and labour mismatch. Our Connecting to Careers in Advanced Manufacturing upskilling program has been created in collaboration with Humber Polytechnic and other experts in the field to help mid-career workers find and keep technical jobs through post-secondary training, mentoring, and job placement.

Collaborating for Growth (cont.)

Meeting demand for early childhood educators

In some of Ontario's fastest-growing communities, the demand for affordable childcare continues to outstrip supply, creating an urgent need for early childhood educators. In partnership with the Region of Peel, the Ministry of Labour, Immigration, Training and Skills Development's (MLITSD) Ontario Bridge Training Program (OBTP), Sheridan College, Humber Polytechnic and Fanshawe College, ACCES Employment's Connecting to Careers in Early Childhood Education series is preparing people for careers in this high-demand sector. The programs lead to a college diploma in Early Childhood Education, registration with the College of Early Childhood Educators, and employment in this high-demand sector.



It's about serving with passion and purpose and making meaningful change in the lives of jobseekers. I'm committed to helping people make progress in their career journey.

**– Claudette Orolfo, Employment Consultant,
ACCES Employment**

Supporting our health workforce

Canada's growing and aging population is increasing the demand for healthcare services at a time when the country is experiencing a shortage of healthcare workers. Our Healthcare Connections series supports internationally educated healthcare professionals secure non-licensed employment in Canada in the broader sector while they pursue licensing.

The program's success relies on many partners. The Centre for Advancing Collaborative Healthcare & Education offers training in healthcare communications. The Bruyere Health Research Institute's Equity in Health Systems Lab (EqHS) offers healthcare-specific training in equity, diversity, inclusion and access. For skills related to mental health in the health workplace, we partner with the Mental Health Commission of Canada.

ACCES Employment also creates pathways for internationally educated physicians into our healthcare system through a program that bridges language and communication gaps. Health English Language Pro (HELP) is pairing volunteer Canadian doctors with foreign-trained doctors so they can build social capital, learn medical terminology in English and increase their familiarity with Canadian healthcare communications and systems.

Supporting newcomers

Canadian Employment Connections is a pre-arrival employment program funded by Immigration, Refugees and Citizenship Canada (IRCC) that's designed to help internationally trained professionals prepare for the Canadian job market before immigrating to Canada. The free program brings together ACCES Employment's expertise and our vast network of Canadian employers to help pre-arrival immigrants in their job search journey. Almost one-third of people who take the program have secured Canadian employment before arriving.

Delivering Employment Ontario and WCG Services

With an 85 per cent client employment success rate in jobs commensurate with jobseekers' skills and experience, ACCES is recognized across the province for delivering Employment Ontario (EO) services with excellence, and has been able to work with WCG Services in completing its integrated employment service transformation with success across all seven offices. Today, ACCES has numerous unique service interventions that include sector-specific bridging and upskilling programs across multiple sectors.



Amplifying Our Stories

We're expanding awareness about who we are and what we do by taking new approaches to storytelling and engagement so that more people can find us and benefit from our employment services. The more we're in the local, provincial and national conversation on the economic and social contributions of a fully inclusive labour force, the more we're able to attract partners who want to support and grow our programs.



One of the most important things I received from ACCES' Empowering Women program, where I was with 19 other women, was having that circle of women I could lean on for support in the early days of looking for a new role in Canada. It was really a game-changer for me being a new immigrant.

– Pamela Anoliefo, ACCES Alum and Release Train Engineer, TD



Engaging Community and Government Partners

ACCES Employment is a leader in the employment service space, regularly engaging with governments, community partners, and non-profit organizations. We hosted our first Learning Symposium, an in-person event where hundreds of skills development professionals, government leaders and industry experts came together to discuss how economic empowerment can be achieved through career growth.

At the Conference Board of Canada's Canadian Immigration Summit, we shared our perspective on the future of settlement and employment services and how collaboration by public, private, and non-profit organizations is essential. We also discussed challenges and opportunities as part of First Work's Federal Advocacy Day, offered program learnings at Metropolis' immigration and integration conference, and continue to work closely with our sector partners such as the Ontario Council of Agencies Serving Immigrants (OCASI), and World Education Services (WES).

We've refreshed our communications channels to better engage with key audiences and showcase the positive impact ACCES has on the lives of jobseekers, and support employers. These include a focused media centre and strategy, impact video testimonials, and a revamped newsletter with significant reach. We share our story through participation at festivals across the Greater Toronto Area including Toronto Newcomer Day, the Taste of Little Italy, Pride, and the Bloor West Village Toronto Ukrainian Festival.

Innovating for Impact

The world of work is evolving, and we're taking new approaches to employment services to ensure what we offer reflects what's needed now and in the future. We're staying ahead of trends in the labour market, innovations in skills development, and the services jobseekers need to secure employment, so that we are providing the most effective programs possible.



Partnering with employers

ACCES Employment builds strong relationships with employers so that our programs are aligned with the needs of the economy, even as it evolves. Our Stakeholder Advisory Council brings together the expertise of a diverse group of 19 leaders, sponsors, donors and alumni to ensure our work is always relevant. It is because of their real-world perspectives that we can build pathways to jobs, address the needs of employers, and anticipate the skills that will be needed in emerging sectors.



There are many reasons to partner with ACCES Employment. They have helped us connect with a talent pool that is both rich in skills and diversity, which has helped us achieve our goals. Their post-hire support enables new hires to be successful in their new positions.

– Claire Wappett, Recruiter, Bruce Power

For three years, we've partnered with Toronto Pearson to deliver the ready-to-work program, which equips jobseekers with airport-specific training, mentorship, and Transport Canada clearance. To date, 174 individuals have completed the program, resulting in 278 job offers from more than 28 airport employers.

TD, through TD Ready Commitment, supports programs like Women in Technology, Cybersecurity Connections, and Empowering Women, helping over 2,000 jobseekers with careers in finance, consulting and tech, with over 80% achieving employment. TD has also hired more than 1,400 ACCES clients and continues to support with mentorship and community engagement. In 2024, Interac Corp. joined as a co-sponsor of our Cybersecurity program.

Our collaboration with IBM SkillsBuild has supported over 8,000 jobseekers with upskilling since 2020. Monthly virtual workshops and 12 community partnerships help broaden access to the platform.

Scotiabank supports over 130 Speed Mentoring® events each year, helping more than 1,000 jobseekers connect with over 100 employer partners through impactful networking experiences that often lead to employment opportunities.

To enhance our employer engagement, ACCES has also launched quarterly, region-wide hiring events that connect jobseekers with actively hiring companies, helping employers meet their talent needs, and expanding access to opportunities across all regions.



Mobile services

We know that not all jobseekers have the capacity to come to us. That's why we've launched the ACCES Street Fleet, an innovative new mobile employment service that delivers support directly to the most vulnerable populations in the Greater Toronto Area. The retrofitted van was made possible through our donors and partners who generously contributed to our annual World of Difference fundraising campaign. We are also grateful to our key supporters, Toronto Pearson and United Way Greater Toronto. In addition, HP Canada donated technology for the mobile service and Sephora, a contributing donor, provided an investment that helps bring resources directly to communities that need them the most.

Leading by Example

ACCES has always had a vision for an inclusive labour force that reflects the diversity, skills, and experiences of Canada's population. Our fundamental belief that Canada needs a diversity of skills and viewpoints to move our economy forward also informs our workplace culture and practices.

As an employment service leader, we've grown to over 200 staff across seven locations and have built capacity, infrastructure, and a culture of innovation, so that employees feel a sense of belonging and pride in their work.



“

Innovation drives me to always ask “How can I make a positive difference in someone’s life?” It’s about building connections, empowering others to share their unique experiences, and fostering a more compassionate community. For me, it’s all about the power of connection and helping people value their own voices.

– Victoria Woodcock, Project Manager, ACCES Employment

Investing in our teams

Our staff members are encouraged to share their expertise and think beyond conventional approaches. We’re investing in our teams so that they can keep up with the demands of our evolving economy. While we value technical and professional skills, we also nurture social and emotional skills including communication and problem solving, valuable to any organization.

High staff satisfaction

We embed equity, diversity and inclusion (EDI) in our mission as we serve clients, and we are also intentional about building EDI in our workplace. We strive to create an environment where every employee feels valued, respected, and encouraged to contribute. Our EDI Council, ACCES One, continues to lead our efforts in embedding inclusive practices across all areas of our organization. With executive support, we’ve strengthened employee engagement through a growing number of Employee Resource Groups (ERGs), including the Black Action Coalition for Change (BACC), Pride A+, Somos for Latin and Hispanic staff, MENA for Middle Eastern and North African staff, and SAGE for those of South Asian descent. ERGs play a vital role in fostering belonging and advancing meaningful dialogue across our workforce. Our commitment to EDI contributes to a strong sense of connection, purpose, and satisfaction among our staff.

Valued volunteers

Our work is powered by the many volunteers who help bring our mission to life. We are stronger because of the professional volunteers who mentor jobseekers, and those who help with client services — perhaps while gaining experience themselves and a sense of giving back to the community. We are proud to note that many of the clients ACCES has supported on their path to employment return as volunteers.

The ACCES Alumni network represents the thousands of individuals we’ve supported over the years who continue to stay connected with our mission. These former clients contribute as mentors, volunteers and advocates, helping current jobseekers. Their ongoing involvement is a testament to the lasting relationships that we build and the sense of community that grows from our shared commitment to helping people find meaningful work.

Financial Health



We are a non-profit, charitable organization with a strong commitment to the effective stewardship of funds. We adhere to high standards of transparency and accountability and are audited annually by an independent auditor on measurable outcomes. Each year, we report on our impact and our financial well-being to our funders and donors, sponsors and community.

Statement of Financial Position

As of March 31, 2025

ASSETS	2025	2024
Cash and cash equivalents	\$ 1,605,685	\$ 3,148,565
Contributions receivable	\$ 2,886,289	\$ 1,635,923
HST recoverable	\$ 235,720	\$ 1,008,865
Prepaid expenses	\$ 1,873,466	\$ 1,580,443
	\$ 6,601,160	\$ 7,373,796
Tangible capital assets	\$ 970,674	\$ 1,216,380
	\$ 7,571,834	\$ 8,590,176

LIABILITIES	2025	2024
Bank indebtedness	\$ 405,000	\$ —
Accounts payable and accrued liabilities	\$ 1,267,318	\$ 1,954,208
	\$ 1,672,318	\$ 1,954,208
Deferred contributions	\$ 3,400,669	\$ 4,126,715
Deferred contributions - capital assets	\$ —	\$ 75,426
	\$ 5,072,987	\$ 6,156,349
Net assets	\$ 2,498,847	\$ 2,433,827
	\$ 7,571,834	\$ 8,590,176

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

Statement of Revenue, Expenses and Changes in Net Assets

As of March 31, 2025

	2025	2024
REVENUE	\$ 35,939,364	\$ 34,670,249
Expenses		
Salaries and benefits	\$ 22,455,709	\$ 21,799,065
Program delivery services	\$ 6,330,070	\$ 5,572,373
Training supports and subsidies	\$ 2,372,399	\$ 2,231,557
Building occupancy	\$ 1,984,935	\$ 1,997,624
Office supplies and resource material	\$ 922,616	\$ 954,689
Amortization of tangible capital assets	\$ 476,821	\$ 590,198
Office equipment rental and repair	\$ 444,649	\$ 306,211
Staff development	\$ 141,905	\$ 215,085
Telephone	\$ 137,574	\$ 159,428
Insurance	\$ 128,419	\$ 93,121
Bank charges and interest	\$ 117,242	\$ 111,029
Professional fees	\$ 104,869	\$ 134,074
Consulting and other purchased services	\$ 102,849	\$ 202,260
Transportation	\$ 71,698	\$ 87,054
Promotion and publicity	\$ 70,922	\$ 104,283
Licenses and dues	\$ 11,667	\$ 9,420
	\$ 35,874,344	\$ 34,567,471
Excess of revenue over expenses	\$ 65,020	\$ 102,778
Net assets, beginning of year	\$ 2,433,827	\$ 2,331,049
Net assets, end of year	\$ 2,498,847	\$ 2,433,827

Future Directions

Demand for employment services is surging as Canada grapples with a challenging economy that's making it even more difficult for newcomers and marginalized jobseekers to find and retain jobs. Shifts in global trade, a shortage of workers resulting from an aging workforce and immigration policies, and advances in technology that are transforming the skills required by workers make it even more imperative to have strong and innovative employment supports. By delivering relevant and timely employment services to all people who need them, we can build a resilient workforce that reflects Canada's diversity, skills and experience.



At Toronto Pearson, we know how transformative meaningful employment can be. That's why we're proud to support ACCES on the launch of Street Fleet - a mobile innovation that brings job opportunities directly to the community, ensuring people facing the greatest barriers can access the support, resources, and guidance they need.

– Ruba Al-Nazer, Associate Director of Social Impact, Toronto Pearson



Focus on underserved communities

Newcomers and marginalized populations have significant contributions to make in supporting our labour market. In the coming years, ACCES Employment will continue to provide pathways to jobs. To achieve a truly inclusive workforce in Canada, we'll put particular emphasis on our underserved communities. We'll work with those who face the most challenging barriers to employment and continue to find innovative ways to connect to those who should not be left behind.

Commitment to sustainable funding

As our services become even more essential, we'll work to secure sustainable funding so jobseekers can feel confident that they will always have a place to turn to for help. In the coming years, we'll work to build a diversified portfolio of financial support that will allow us to reach more jobseekers, expand our services, and adapt to the changing needs of the labour market. Public, private, and non-profit partnerships will help us fulfill our vision and make a lasting impact for individuals and Canada's prosperity.

Quick Fact:

86% of skilled newcomers find employment in their area of expertise or a related field after participating in ACCES' sector-specific bridging programs.

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 drive positive change in the employment services sector.

Together, we have helped hundreds of thousands of jobseekers navigate the Canadian labour market, and have become partners in building the workforce we need for a robust Canadian economy.

We are grateful for your support.

Canada

EMPLOYMENT
ONTARIO

Ontario



Immigration, Refugees
and Citizenship Canada

WCG

Toronto



Upskill Canada
POWERED BY palette skills



United Way
Greater Toronto
FUNDED AGENCY



Region of Peel
working with you



Employment and
Social Development Canada



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



www.facebook.com/ACCESemployment



www.instagram.com/accesemployment



www.youtube.com/@ACCESemployment



www.linkedin.com/company/acces-employment/