



# 2015 Annual Report

*A review of activities from the 2014-2015 fiscal year*



*Developing Talent, Embracing Diversity*

for more information  
[www.workingskillscentre.com](http://www.workingskillscentre.com)



## President's Report

Thanks to our remarkable staff team and many great volunteers, Working Skills Centre has had another successful year of providing practical training programs and settlement services for our diverse community.

While the students of WSC have been investing in their futures through our training programs, the staff and Board of Directors of WSC have been investing their energy in laying a stronger foundation for a more prosperous organization. We've had many successes this year, including the renewal of our contract with the City of Toronto as well as securing a major contribution from the Trillium Foundation to support the upgrading of our facilities and computer systems.

But of course, our greatest achievement has been supporting the success of our many graduates over the course of the year. For most, balancing time for their studies with the rest of the personal obligations is a tremendous effort and it often involves the support family and friends. We are inspired and motivated by their commitment.

Since January, WSC has operated without a full-time Executive Director as Honey Crossley transitioned into "retirement" while continuing to

provide consulting support on a part-time basis. Fortunately, every member of the staff has risen to the occasion to ensure the successful delivery of our programs while maintaining a strong commitment to achieving our budget and management plans. On behalf of the Board of Directors, I would like to loudly express our gratitude to all of the staff for the tremendous spirit and energy they bring to their work.

I would also like to thank two Board members who won't be continuing with us next year: Nafisah Chowdhury and Karen Cormack. Both have received promotions at work that make balancing their commitments to WSC unmanageable. We thank them for their contributions and appreciate their willingness to continue to support WSC on an ad hoc basis.

One of the Board's greatest achievements this year was the recruitment of several new members who will join the board in September. We expanded the Board to ensure we have a team with the depth and breadth required to support WSC's objectives. I look forward to working with all of them as we build WSC to make an even greater contribution to our community.

*Graham Donald, President  
September 2015*

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## Management Report, 2015

In 2013, in response to the close of our Practice Firm project the previous year, WSC forecast major change responding to the expected deficit. The program close already meant looking for alternative ways to serve the 200 internationally trained professionals who sought service each year and the layoff of 4 full-time and 2 part-time staff. The Board and Management Team outlined a deficit reduction plan which is just starting to see a turnaround in 2015. The plan included changing the role of Executive Director to one of a part-time Management Consultant, creating a partnership with The Career Foundation for Employment Services thus reducing our staff complement in this area, and reducing our space by 800 sq. ft. The space reduction has resulted in carefully planning of courses and programs but Marina Nikova, the Social Enterprise Manager and the WSC team have managed this admirably.

A review of the 2014-15 Strategic Direction indicates that we have an excellent start on our plan and the Board has determined to add extensive fund raising to the list for 2015-2016:

- Develop a better understanding of the true costs and potential revenue for the skills training business;
- Recruit new Directors with expertise in fund raising and host events throughout the fiscal year to produce revenue for infrastructure costs;
- Implement a strategic marketing strategy;
- Explore a business partnership with an employment services agency; share job search resources and become the preferred training option for their clients.

Other positive notes from the past year include:

- A new 5-year contract with the City of Toronto to provide training for Ontario Works recipients;
- COYOTE (Career Opportunities for Youth) a two year project, offered in partnership with Toronto Council Fire Native Cultural Center and funded by Ministry of Economic Development, Infrastructure and Employment;
- The continuation of the Social Cafe with a renewed grant from the RBC Foundation and our activities as a hub for Playing for Keeps with a renewed grant from the Toronto Foundation;
- Continued support from the Ministry of Citizenship, Immigration and International Trade for our Newcomer Services Program;
- Continued partnerships with other community agencies our immediate community through the Yonge Eglinton Services Network;

Most amazing was the ability of a dedicated core team to maintain hope and continue to empower the many individuals who came to WSC looking for a solution to many challenging issues; the team, lead by Marina Nikova in partnership with Claudia Bargellini, Ansuya Chetty and Silva Mardirossian, is an inspiration to us all. Guidance from the Board of Directors also assisted in creating the turnaround which is evident in the first 6 months of this new fiscal year. I am honoured to continue to work with this great organization and wish them success in the future.

*Honey Crossley, Management Consultant  
September 2015*

# Treasurer's Report

Financial information has been extracted from the Audited Financial Statement as @ March 31, 2015(David Burkes, C.A.)

## Assets & Liabilities

	<u>2014</u>	<u>2015</u>
<b><u>CURRENT ASSETS</u></b>		
Cash	\$ 3,919	\$ 16,787
Accounts Receivable	77,638	45,479
Grant Contributions Receivable	14,186	11,310
HST Recoverable	3,234	12,789
Prepaid Expenses and Deposits	<u>9,279</u>	<u>9,279</u>
	108,256	95,644
Equipment/Capital Assets	<u>155,738</u>	<u>125,048</u>
	<u>\$ 263,994</u>	<u>\$ 220,692</u>
<b><u>CURRENT LIABILITIES</u></b>		
Bank Indebtedness	\$ 60,000	\$ 85,000
A/P & Accrued Liabilities	21,785	42,222
Source Deductions Payable	6,569	173
Deferred Revenue	5,378	6,534
Deferred Operating Grants	5,250	8,691
Deferred Contributions (computers)	97,759	79,669
Unrestricted Net Assets	<u>67,253</u>	<u>(1,597)</u>
	<u>\$ 263,994</u>	<u>\$ 220,692</u>

## Financial Position

### Statement of Operations

	<u>2014</u>	<u>2015</u>
<b><u>REVENUE</u></b>		
Government/Foundation Contributions	\$ 258,026	\$ 353,857
TESS Skills Training Contract	336,188	297,993
Skills Training Diploma Programs	11,943	8,150
Skills Training Certificate Programs	74,735	70,415
Donations-in-Kind	38,425	15,488
Donations & Other Income	<u>96,141</u>	<u>38,151</u>
	<u>\$ 815,458</u>	<u>\$ 784,054</u>
<b><u>EXPENSES</u></b>		
Salaries	528,153	516,649
Employee Benefits	39,950	34,353
Occupancy Costs	120,318	123,882
Outreach/ Marketing	7,816	8,330
Bad Debts	9,061	1,868
Bank Charges & Interest	7,667	6,470
Computer Software, Supplies & Tech Services	4,706	14,853
Equipment Leasing/Maintenance	8,498	10,315
Donations-in-Kind	38,425	15,488
Insurance	15,877	16,904
Office Supplies	15,104	13,036
Professional Fees	13,315	13,185
Fundraising Expenses	12,020	
Program Resource Materials	39,798	49,153
Telephone	5,595	3,621
Travel & Participant TTC	<u>4,655</u>	<u>12,197</u>
	<u>\$ 870,958</u>	<u>\$ 840,304</u>
Revenue over Expenses Operations:	(55,500)	(56,250)
Amortization	(13,114)	(12,600)
<b><u>Net Expenses over Revenue</u></b>	<b><u>\$ (68,614)</u></b>	<b><u>\$ (68,850)</u></b>

**A copy of the complete 2014-2015 Audited Financial Statement is available by contacting:**

Marina Nikova, Social Enterprise Manager, Working Skills Centre  
55 Eglinton Ave. East, Suite 703, Toronto, ON M4P 1G8

Direct Line: (416) 703-7770 ext. 206 or E-mail: marina.n@workingskillscentre.com

# Skills Training

## City of Toronto: New Framework – 5-year contract 2015-2020

In 2010, WSC was successful in its bid to become a preferred trainer for the City of Toronto. Through Skills Training Directly Linked to Employment (STDLE), WSC provided Diploma programs combined with a 6-week unpaid work placement for individuals who are Ontario Works (OW) recipients. During this 5-year contract WSC offered Medical Receptionist, Office Administration, Administrative Assistant with Desktop Publishing, Administrative Assistant with Fundraising, Supply Chain Clerk, and Accounting Clerk programs to over 100 clients each year.

In 2015 the City changed its focus and created new program categories and a post-program component to enhance employability. WSC was once again successful and is providing:

- **Occupation-Specific Skills Training in Medical Reception and Office Administration**
- **Essential Skills for Office Professionals**
- **Sector-Specific Career Development (SAP for Financial Professionals)**

Another change in 2015 demands a more complete career assessment and referrals to other programs if WSC's training is not a match. Our assessments have always included: demographic confirmation, academic and computer skills screening, and a career direction interview, so this was not a change for us but recognition of an established process.

All of the programs have been filled and had waiting lists with 22 registered in Medical Reception; 36 in Office Administration and 14 in Essential Skills. SAP operates on continuous intake and there is another Essential Skills group in November.

### Employment Outcomes

In 2014-15, the primary goal of Graduate Services was to continue increasing the number of jobs obtained by graduates from STDLE and to increase the resources offered to graduates. To this end a formal partnership was established with The Career Foundation and our informal referral networks to other Employment Ontario agencies was strengthened. The majority of jobs however were obtained through the hard work of the Employment Counsellors at WSC, from placement and work trials, and through the Alumni network. Overall we achieved a 57% success rate of graduates obtaining jobs within three months of course completion. Our target is to improve on this number with numerous post program strategies which will be implemented in 2015.



## Academy of Computer & Employment Skills (A.C.E.S.)

Since 2008, our community based skills training programs have been licensed as a career college, Academy of Computer & Employment Skills (A.C.E.S.), which now operates as a social enterprise. A.C.E.S. offers six Diploma options, approved as vocational programs under the Private Career Colleges Act, 2005:

- Computerized Accounting
- Computerized Office Administration
- Office Clerk
- Medical Receptionist
- Administrative Assistant with Desktop Publishing
- Supply Chain Clerk

In 2011, the Charitable Career Colleges Network (CCCN) was established to clearly set us apart from other for-profit private career colleges. In 2014-2015, 2 fee payers successfully completed Diploma programs and 4 are currently enrolled; another 239 attended part-time certificate training mostly on Saturdays and in the evenings.

The City of Toronto purchases Diploma courses for OW Clients as a 3<sup>rd</sup> party funder, however seats in the Diploma programs are available to fee paying clients who are not eligible for City funding. Other 3<sup>rd</sup> party funding is available to assist individuals including Second Career for those on EI, Aboriginal Assets Funds, and a purchase by an employer. Financial assistance is also available from WSC through the Scholarship and Bursary Fund. WSC has never applied to be OSAP eligible as we do not believe that marginalized individuals should go into debt to obtain educational programs.

## Career Opportunities for Youth, Training and Work Experience (COYOTE)

Career Opportunities for Youth, Training and Work Experience (COYOTE) is a program for Indigenous and newcomer youth (age 18-29) who have significant employment barriers. Delivered off-site in 2014-2015, in partnership with Toronto Council Fire Native Cultural Centre, Elders deliver curriculum to cover traditional learning, heritage issues, and develop self-awareness and confidence for Aboriginal youth, WSC provides certificate training based on modules from the Medical Receptionist Diploma program. In 2015 the program moved to WSC's main location.

The program includes computer training, traditional learning, special ceremonies, practical work experience, a work placement with an employer, job search assistance and job retention support. Every Monday a counsellor conducts a sharing circle a module that has recently been incorporated into other WSC initiatives and proposals.

A completion award, a notebook computer, is given to each graduate.

The project is funded, in part, by a two-year grant from the Ministry of Economic Development, Infrastructure and Employment. To date 56 youth enrolled, 26 have completed the program and 10 are employed meeting all the expected targets. A video of the 2015 graduation ceremony is available on our Facebook page and shows the diversity and inclusiveness of this special project.



# Settlement Programs

## Newcomer Settlement Program

WSC continued to provide settlement services through the Newcomer Settlement Program (NSP) from the Ontario Ministry of Citizenship, Immigration and International Trade. 2014-2015 represented the second year of a two-year funding agreement which ended in March 2015 but was renewed for a subsequent year.

A team of five, part-time settlement counsellors provide one-on-one services to newcomers, primarily information and referrals to other community and government services but also including: needs assessment; goal setting; service planning; and assistance with form filling. 526 immigrants attended 1,354 sessions (an average of three sessions per clients). 758 clients attended 90 workshops and group sessions covering four broad categories: information on community resources; orientation to living in Ontario and Canada; life skills and healthy lifestyles for newcomers; and effective communication.

*The Profile of NSP clients accessing settlement services reflects our clientele in general, indicating that:*

- 77.2% were female and 22.8% male.
- 58% were 25-44 years of age and 36% were 45-64 years of age with 2 clients over 65 and 6% under 24.
- 62% of the immigrants coming to WSC had been in Canada for 5 years or more; of the newcomers 7% were here for less than a year; 13% less than 3 years.

### Immigrant Status

Immigrant Status	% of Clients
Permanent Residents	52%
Refugee Claimants	6%
Canadian Citizens	42%



## Social Café

Social Café is a FREE weekly networking and learning opportunity geared towards isolated immigrant women, especially nannies and caregivers. These Saturday sessions were an opportunity to gain practical knowledge, make lifelong friends, build communication skills and learn more about Canada.

This program is funded in part by a grant from the RBC Foundation. 98 participants attended a total of 47 sessions, representing 24 countries of origin. With seminars on communication skills, essential skills, Personality Profiles, Diabetes Prevention, TB Prevention and RBC sessions on banking, mortgages and investments clients expressed their appreciation for the opportunity to meet in a safe environment and practice their English.

### Top Ten Countries of Origin

Ranking	Country of Origin
1	Philippines
2	Iran
3	India
4	Jamaica
5	Sri Lanka
6	China
7	Bangladesh
8	Nigeria
9	Pakistan
10	Afghanistan, Mexico, Columbia, Ethiopia, and Trinidad/Tobago

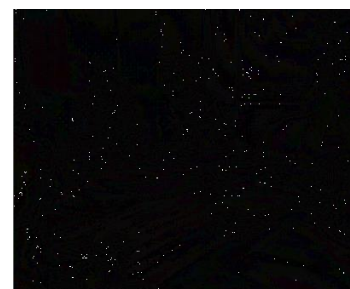
The following were the main **achievements** in 2014-15:

- We met all the service targets in our NSP contract with an over 80% satisfaction rating on the survey completed by clients at the end of each information and workshop session.
- We maintained strong community partnerships with Opening Doors Project, Credit Canada Debt Solutions, Flemingdon Neighbourhood Services, COSTI Immigrant Services, Toronto Workers' Health and Safety Legal Clinic, and Access Alliance Multicultural Health and Community Services, all of whom contribute to our workshops and group sessions annually.
- Increased our participation in Toronto North and Toronto South LIP working groups and with the Yonge-Eglinton Services Network to improve our resources and knowledge.
- Continued our Citizenship Test Preparation Classes as an adjunct, not funded by the government but providing a much needed service.

*The classes and notes you provided were very helpful in building an understanding of what is in the study guide. You cannot simply memorize facts. You have to understand the information in order to pass the test!"*

Carol Sun, March, 2014  
Candidate who recently became a Canadian Citizen

Summer Interns worked to enhance the program, offering additional activities including: yoga, games and talent competitions, memoir writing, arts and crafts, a hiking trip, several movie days, and a Scavenger Hunt to learn more about useful and famous locations in Toronto.



# Building HR Capacity

## Investing in Neighbourhoods

WSC has a multi-year contract with Toronto Employment & Social Services to hire four individuals who are Ontario Works recipients for positions that provide both capacity to the organization and on-the-job training to the employees. 2014 positions were: Traditional Counsellor/Teacher, Employer Liaison Officer, Social Enterprise Assistant, and Volunteer Coordinator. While the financial value is over \$85,000 annually, the far greater significance is the expertise and dedication the individuals in these positions bring WSC.

## Summer Interns

Each year, WSC receives funding from Service Canada to hire students who are returning to school in the fall. These young people impart refreshing energy while completing much needed tasks for WSC.

In 2014, WSC again hired three University of Toronto co-op students under the Canada Job Strategy and another under the provincial Summer Experience Program. The four students worked together to extend the Social Café program and to enhance our social media presence. One of the students also developed a series of employer workshops to help them understand the Indigenous culture and challenges and advantages of hiring from this community.

## Practicum and Co-op Placements

WSC is pleased to provide work placements for students from George Brown College, University of Toronto, Ryerson University, and Seneca College. These individuals provide added HR capacity while learning about the operation of a multi-service community agency and completing specific projects.

## Volunteers

There is no way to put a monetary value on the work done by individuals throughout the year, some WSC students and graduates, others individuals interested in giving back in the community, and most notably our 13 Directors, who give their wisdom and expertise in insightful, supportive and pragmatic ways. Day-to-day volunteers complete data entry tasks, assist with IT upgrades, help with resumes, conduct conversation circles to help clients improve their English, work with us on various HR projects, share information on industry standards, and staff our reception desk.



## Community Partnerships

WSC partners with other agencies to ensure that clients have access to services along the “Track to Employment” especially where we do not have the HR resources to provide required services; some of these partnerships are highlighted below:

**COSTI** provides an itinerant facilitator who delivers workshops at our location on “Assertiveness,” “Understanding Cultural Differences in the Workplace,” and “Personality Dimensions.” The facilitator is paid by COSTI and WSC provides the space and recruits clients to attend the workshops where newcomers enhance their understanding of Canadian culture.

**People and Organizations in North Toronto (POINT)** is a community-based agency promoting social and health services in the community. POINT and WSC formed a partnership in 2011 to operate a social group for live-in caregivers on Saturdays. This was an opportunity for isolated women to interact socially; workshops during these sessions provided information on banking, community programs, employment standards, and career planning. POINT linked the project to Public Health to provide seminars on diabetes, a key health concern among newcomers.

**Institute of Leadership for Women of Ontario (ILFO)** is a non-profit, charitable organization dedicated to providing various programs and services to immigrant women and community members. In 2014, ILFO was an active partner in the Social Café leading the art and memoir writing classes and providing a licensed hike leader for our community ventures.

**Toronto Workers' Health and Safety Legal Clinic** provides a facilitator who delivers workshops annually on “Employees’ Rights” as part of the clinic’s commitment to community education. A WSC Employment Counsellor is also involved in the presentations where clients can ask questions and gain an understanding of their rights as employees.

## The Career Foundation

The Career Foundation (TCF), Toronto Centre office located at Yonge and St. Clair is the perfect partner to provide job search and job maintenance follow-up for graduates from Skills Training Directly Linked to Employment. TCF is a results-oriented non-profit organization that has been serving people across the Greater Toronto Area successfully since 1988. As a Service Excellence Organization, TCF is committed to providing the highest quality service possible to ensure that our job seeker clients and our employer partners reach their goals.

Other Employment Ontario agencies also partner with WSC to provide job search assistance, including Dixon Hall, Gateway, ACCESS Employment and Toronto Community Services.

## Corporate Sponsors

Once again, this year WSC's work was supported by Toronto's corporate community. We gratefully acknowledge:



### RBC Foundation and RBC Commercial Financial Services, GTA

WSC relocated its banking services in 2011 as part of a strategy to build a relationship with RBC. This move first bore fruit in June 2011 with a significant donation to the WSC Scholarship and Bursary Fund. WSC selected RBC because its policies of inclusion and diversity are closely aligned with those of the organization. RBC Foundation is committed to making a lasting social impact through inspired, responsible giving and by building strong partnerships with the charitable sector. RBC empowers organizations to make a difference and inspire others. In 2014 and again in 2015, WSC continued to receive support with a grant from the RBC Foundation to partially fund the Social Café program. This initiative as noted elsewhere in the report provided Saturday workshops and networking for over 80 immigrant women, mainly nannies and caregivers.

As well, in 2014, our local branch, Yonge and Eglinton coordinated managers from different branches and departments to act as mentors for our students. Working with WSC's graduate services staff, a Mock Interview Day was held for graduates from the Accounting Program. One graduate even landed a job with RBC as a result.

### The Toronto Foundation

connects philanthropy with community needs and opportunities in order to make Toronto the best place to live, work, learn, and grow. It is one of the largest of Canada's more than 191 community foundations, holding over \$300 million in assets as it works with hundreds of Torontonians who care about their city as well as many high-impact community organizations. The Foundations' mission is to connect philanthropy to community needs and opportunities. WSC has been the recipient of Toronto Community Foundation Vidal Ideas Awards in 2009 and 2011 and has benefited in 2014 from a \$5,000 donation from the Shum Vourkoutiotis Family Fund.



**Playing for Keeps (P4K)** is a special Toronto Foundation initiative designed to leverage the 2012 Ontario Summer Games

and the 2015 Pan/ Parapan American Games to create a legacy of healthier, more active and stronger communities and a greater sense of belonging. WSC was honoured to be invited as one of 15 Community Hubs and we now support over 25 volunteer Ambassadors, each planning and implementing neighbourhood games as part of this larger strategy.

### **Deloitte.** "Deloitte" is the brand under

which tens of thousands of dedicated professionals in independent firms throughout the world collaborate to provide audit, consulting, financial advisory, risk management, tax, and related services to select clients. As a leading professional services firm, Deloitte contributes to public policy, business and society respecting human dignity and expanding its capabilities through inclusion and cultural diversity.

Deloitte Impact Day is an annual event where professionals give back to the community; since 2010, WSC has been one of the Impact Day projects. Consultants from Deloitte make presentations to WSC clients on "The Labour Market" and "Communicating in the Workplace" and hold mock interviews with over 70 clients providing feedback on how they can best meet expectations of Canadian employers. This is a great opportunity for clients to interact with people working in a corporate environment.



Pro Bono Legal Advice from **McMillan** was arranged through **Maytree Foundation** starting in

2011. Annually, the law firm has been providing up to \$25,000 to assist with issues ranging from employment issues to a GST/HST appeal.



In 2015, WSC received a capital funding grant from the Ontario Trillium Foundation.

These funds will allow us to upgrade our server and computers used by over 300 clients each year, to renovate our space to accommodate current needs, update our web site to meet accessibility standards, and purchase software licenses.

## Small Fundraising Events

### TEAM WSC! Raised over \$5,000 in March 2015

Once again, Team WSC! participated in a 5km walk called the Achilles St. Patrick's Day Race. Supported by both staff and Board members, we were able to raise \$5,876. This annual event is part of the agency's on-going resource development plan and the funds are used for special needs through the WSC Bursary Fund.

### Student Fundraising Initiatives

Periodically, a student committee organizes and implements a fundraising luncheon, raffles at graduations, bake sale and garage sales at WSC. Supervised by Silva Mardirossian, the students learn about event planning as part of their office administration curriculum. Each event nets approximately \$500.00, providing extra revenue for special needs.

## History and Mandate

Working Skills Centre (WSC) was established in 1978, incorporated on May 1, 1980, and received charitable status in March 2003. Originally mandated to serve immigrant women from Spanish and Portuguese speaking communities, the organization quickly expanded to serve immigrant women from any country of origin. The Letters Patent were revised in 2005 to expand the mandate to serve individuals, primarily immigrants, who are unemployed or underemployed, and to assist them to obtain skills needed to become self-sufficient. While mandated to serve a broader clientele throughout the Greater Toronto Area, the Mission Statement reflects the emphasis on programs for immigrant women:

*Working Skills Centre (WSC) is an innovative, community-based, non-profit, charitable organization that empowers immigrants, primarily women. Our purpose is to prepare our clients to fully participate in Canadian society by providing education, work experience, and settlement services that ultimately lead to employment.*

## Location and Contact Information

Working Skills Centre (WSC), located just east of the Yonge-Eglinton intersection, is easily accessible by TTC; it is a busy neighbourhood with an international flavour and a multitude of everyday services. The agency has established a business environment which provides employment readiness and upgrading at WSC Skills Training Programs. The Academy of Computer & Employment Skills (Suite 703) provides six diploma programs approved as vocational programs by the Ministry of Training, Colleges and Universities under the Private Career Colleges Act, 2005. In addition WSC partners with Toronto Council Fire at Dundas and Parliament to provide a program called COYOTE for Indigenous youth.

### Location

Address: 55 Eglinton Ave. East, Suite 703,  
Toronto, ON M4P 1G8

Phone: (416) 703-7770

Fax: (416) 703-1610

Website: [www.workingskillscentre.com](http://www.workingskillscentre.com)

### 2014-2015 Directors & Officers

Graham Donald, President  
Shamima Adam, Secretary  
Junaid Mirza, Treasurer  
Victoria Bozinovski  
Nafisah Chowdhury  
Karen Cormack

Cherith Muir  
\*Jonelle Skeete (resigned in January)  
Vidula Shetye (resigned in January)  
\*Evelyn Torres

*\*indicates WSC graduates*

**Acknowledgements** Working Skills Centre (WSC) would like to acknowledge our 2014-2015 funders and partners.

### Grants and Contributions were received from:

- City of Toronto
  - Toronto Employment and Social Services
  - Investing in Neighbourhoods
- Service Canada, Canada Summer Jobs Strategy
- Ontario Ministry of Citizenship and Immigration
  - Newcomer Settlement Program
- Ontario Ministry of Economic Development, Infrastructure and Employment
- Ontario Trillium Foundation
- RBC Foundation
- Toronto Community Foundation
  - Playing for Keeps Program

*The umbrella groups who provide valuable information and lobby for systemic change on behalf of our clients:*

- ONESTEP
- Ontario Council of Agencies Serving Immigrants
- Social Planning Toronto
- Social Enterprise Toronto
- Toronto Workforce Innovation Group
- Toronto North & Toronto South LIPs
- Yonge-Eglinton Service Network

### Service Delivery Partners

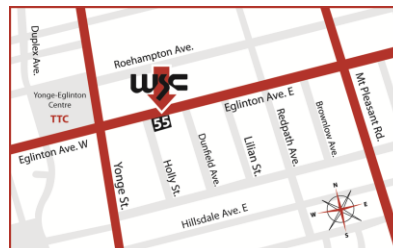
- Anne Johnson Health Station
- ACCESS Employment Services
- COSTI Immigrant Services
- Dixon Hall Employment Services
- Flemington Neighbourhood Services
- Mothercraft College and Child Care Centres
- Institute of Leadership for Women in Ontario
- JobStart
- Learning Enrichment Foundation
- People & Organizations in North Toronto (POINT)
- The Career Foundation
- Toronto Catholic & Toronto District School Boards
- Toronto Community Employment Services
- Toronto Council Fire Native Cultural Centre
- Toronto Public Library, North Toronto Branch
- Toronto Workers' Health & Safety Legal Clinic
- Working for Change
- Working Women Community Centre
- YMCA
- YWCA

*And the many employers who provided work experience for our graduates, especially those who hired a graduate.*

**All donations are recognized with an official receipt; WSC's charitable # is: 10822-1946-RR0001**

### ACES. Suite #703

Academy of Computer & Employment Skills (A.C.E.S.) offers Diplomas in Office Administration, Supply Chain, Medical Reception, and Accounting. These community-based learning opportunities are approved as vocational programs under the Private Career Colleges Act, 2005 by the Ministry of Training, Colleges and Universities. WSC also offers a host of modular certificate training part-time, evenings and weekends.



### COYOTE Suite #206 Career Opportunities for Youth, Training and Work Experience

Proposed in 2013, COYOTE serves Aboriginal and Newcomer youth in partnership with Toronto Council Fire Cultural Centre. Over a 2-year period, 60 youth will undertake training in Medical Office Procedures, Electronic Medical Records and Traditional Medicine.

Ready.Set.Work  Ontario