



**Impact  
Report**  
2022-2023







**We believe everyone  
deserves an equal  
opportunity to build  
a successful future.**

At Achēv, we believe that everyone deserves an equal opportunity to build a better life and a successful future. For more than 30 years, we have dedicated ourselves to helping diverse Canadians and newcomers achieve their full potential. Today, we are one of the largest providers of employment, newcomer, language, women's, youth, and inclusion services in the Greater Toronto Area. Our dedicated team of over 400 staff delivers a wide range of innovative, high-quality, and personalized programs and services that empower our clients to prosper and our communities to thrive. Welcome to Achēv.

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## Message from the CEO

Wow. What a year! 2022–23 was a year of immense growth and impact at Achēv as our team responded to the increasingly complex needs of our clients.

Achēv saw a remarkable nine percent increase in the number of clients served, and grew our revenues by almost 12 percent. It was an exciting year and I am so pleased to share some of the highlights.

Advancing our strategic plan, Vision 2025, Achēv launched two new services last year. Our new Women's Services pillar provides more targeted supports to the women and girls who face unique barriers in securing employment, settling in a new community, and building the networks they need to thrive. Our new fee-based, consulting service, Achēv Inclusion, supports large and small employers to build recruitment, retention, and organizational strategies through a diversity, equity, inclusion, and accessibility (DEI+A) lens.

Our successes could not have happened without our talented and dedicated staff and strong partnerships with a vibrant group of community and corporate partners. This year, we created a number of exciting new partnerships that provided us with the opportunity to expand our impact in the communities we serve.

I am also particularly proud of the commitment we made to support our staff's professional growth. Achēv launched its first organization-wide learning and development program that provided a wide range of training including DEI+A training for all staff.

I want to thank our incredible team of over 400 Achēvers, our Board and Committee members, and our volunteers, whose commitment and dedication have made our success possible.



**Tonie Chaltas**  
Chief Executive Officer

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## Message from the Chair of the Board

I am incredibly proud of the impactful work the Achēv staff do, every day, to make such meaningful and positive changes in people's lives. Achēv has seen incredible growth this year, serving 109,820 clients and cementing our reputation in the market as a partner of choice.

This year, we welcomed five new Board and Committee members. I am pleased to say the Board and Committee membership continues to reflect the communities we serve. I am grateful for their investment of time and energy in supporting Achēv's success.

The Board has undertaken several significant and strategic initiatives this past year. We enhanced our approach to Enterprise Risk Management with a comprehensive and robust set of policies; including a Risk Management Policy and Framework plus a Risk Appetite Statement.

A critical part of Vision 2025 is building a sustainable future for Achēv. This includes new partnerships with the private sector, securing program funding from government departments we have not worked with in the past, expanding our relationships with existing funders, and engaging in innovative pilot projects and research.

This year the Board had the opportunity to directly engage with Achēv staff, clients, and other stakeholders through a range of community events, announcements, and activities. Joining the Achēv team at their first Queen's Park Awareness Day was a real highlight for me. I saw firsthand the trusted partner relationships Achēv has with our government funders.

As a long-term Board member, it has been an honour to watch Achēv grow and extend its reputation and capabilities into new opportunities. Thank you to Tonie, the Senior Leadership team, and all the staff for their collaboration and dedication. I look forward to the continued growth and success of Achēv and the clients we serve.



**Epsit Jajal**  
Chair, Board of Directors

# By the numbers



**109,820**  
Clients



**9**  
Service Hub  
Locations



**3,600**  
Employer  
Partners



**59,823**  
Women and Girls



**78,244**  
Newcomers



**752**  
Community  
Organizations



**449**  
Volunteers



**18,516**  
Youth



**5,859**  
Seniors



**24,588**  
English and French  
Language Assessments







# OneAchēv: Impact in Action

**Amazing things happen when people unite behind a shared vision. Over the past year, our team of over 400 dedicated staff drove phenomenal growth across our organization as we served more clients, provided more programs and services, and forged new partnerships.**

We achieved greater impact as we leveraged our integrated services hub model to bring our OneAchēv vision to life. Together we focused on:

**Clients:** We put each client – whether individuals or businesses – at the centre of everything we do. Our integrated services quickly and efficiently connect clients to the programs that most benefit them. Our impact is magnified by the wide variety of programs and services we offer through our hub model.

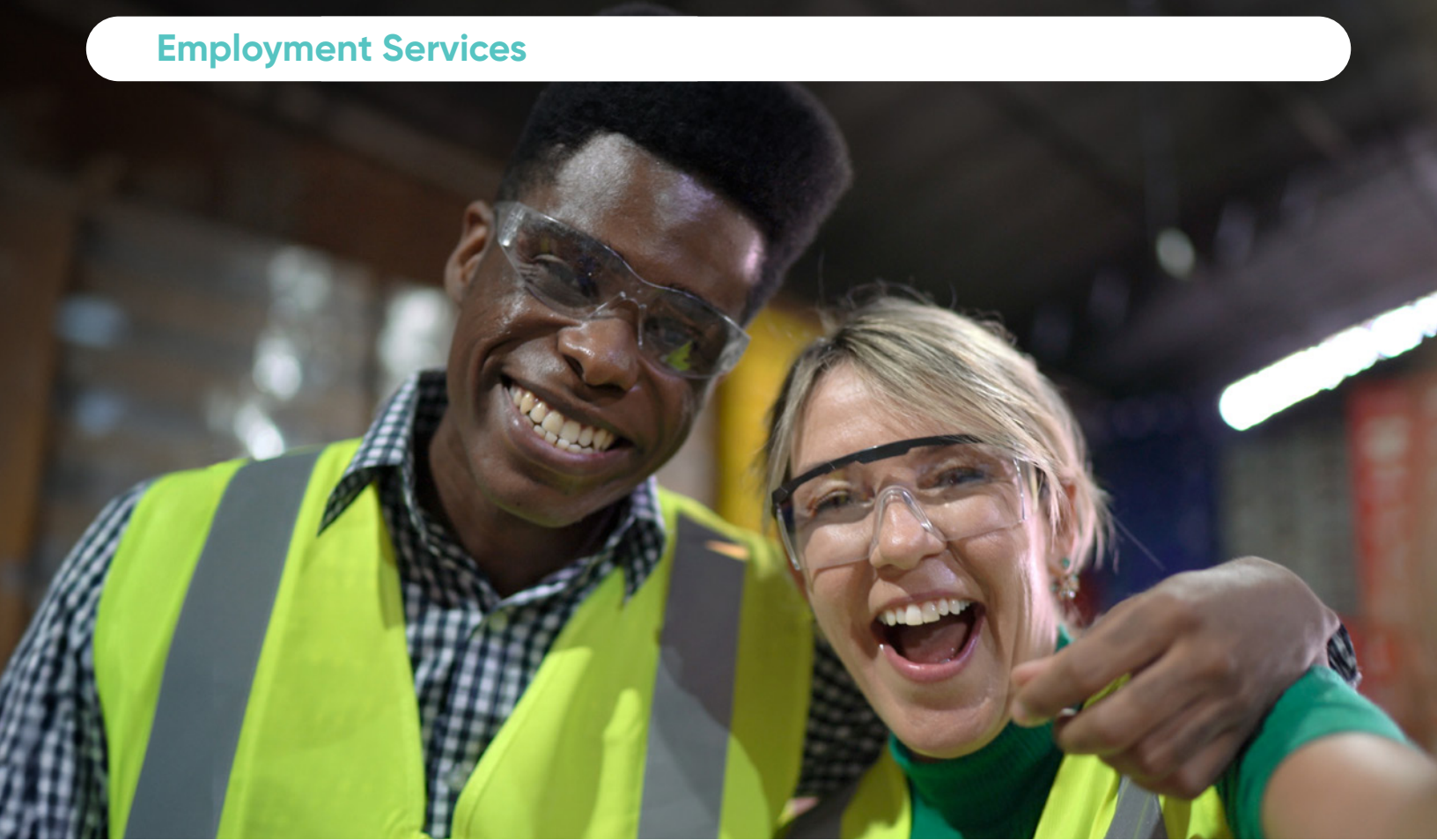
**Collaboration:** Our team collaborated across our six service pillars to respond to the growing and complex needs our clients face in the post-pandemic recovery. We helped clients secure stable employment, access training, build language competence and confidence, and settle into their community.

**Convening:** It is difficult to find and keep a job when you are hungry, facing mental health challenges, or have nowhere to live. We are bringing together corporate and nonprofit partners and government funders to address the unmet needs of clients today and tomorrow. Wrap-around supports such as mental health counselling, food banks, clothing, and housing subsidies provided by our partners complement Achēv's core service offering and set our clients on a path to success.

**Communication:** We are amplifying the lived experiences of our clients by speaking out on the challenges they face. From changing workforce needs and foreign credential recognition to youth unemployment and barriers facing racialized women, we are engaging a wide range of community, elected, and business leaders to address the evolving needs of the people we serve.

**Culture:** Bringing OneAchēv to life is a team effort. Our Board, senior leadership, and staff have thoughtfully articulated the beliefs and behaviours that underpin our cultural transformation. Together, we are building a collaborative and inclusive workplace culture where everyone belongs.





We were thrilled to welcome back our Employment Ontario clients in person this year. After years of isolation, our clients were looking to make personal connections and our staff delivered. We saw an increase in the number of clients requesting in-person appointments, with many dropping by to use our computers, attend workshops, and network with other job seekers.

Over 75% of our employment services clients were newcomers who have been in Canada for less than five years. These job seekers were eager to tap into our skills training and employment coaching, including resume writing, interview preparation, and employment readiness training.

The path to stable employment isn't the same for everyone. Some of our EO clients needed extra support to help them on their journey. Through flexible and alternative funding sources, we were able to expand wrap-around services. Working with community partners, we connected people to computers and home office equipment, transportation, interview clothing, safety equipment, and occupational certification (such as safe food handling, first aid, and CPR).

We worked closely with employers to modernize their recruitment and retention efforts. We helped them chart career pathways for new hires, find new ways to attract talent, and build more inclusive workplaces. Our dedicated retention specialists focused on clients who had found employment and needed additional support to help them continue to thrive.



## In 2022-23, Achēv's Employment Services:



### Achēv in Action

People fleeing war-torn regions often arrive in Canada without original diplomas and professional degrees. Validating their educational credentials can be complicated and expensive. Achēv partnered with the WES Gateway Program to help 295 people have their credentials assessed, free of charge. A majority of our clients who received this service were able to find employment in their field.



"As a member of the 2SLGBTQI+ community, I left a successful career in my home country for refuge in Canada. While volunteering at a community organization, I was invited to attend a digital empowerment event, hosted by Achēv. This chance encounter opened doors for me. Not only did I receive a free Chromebook to support my job search, Achēv connected me to a Career Specialist from the LGBTQ+ community who understood my unique situation and helped me land my first job in Canada."

N.M., Employment Ontario Client

"We have been working with Achēv for the past seven years. Achēv is our go-to service provider for all our employment needs. They assist jobseekers and employers with the utmost professionalism. We look forward to a continued successful long-term partnership with Achēv and doing our part in assisting people to integrate into the Canadian employment market."

Suraj Chander, VP, Business Development,  
Suraj Enterprises Inc.

## Newcomer Services



Achêv's Newcomer Information Centres welcomed a record number of newcomers in 2022-23. Over 78,000 people from around the world turned to us to help them settle in Canada. For many, their arrival was the culmination of years of careful planning and preparation. For others, political instability or conflict drove them to seek safety in Canada. We were there to welcome them.

Achêv provides a full spectrum of newcomer settlement services, from employment, settlement, community programs, and housing to banking, education, legal and social services. Working with our partners, we have expanded our service offering to meet the growing and diverse needs of newcomers. This includes rapid response initiatives to help Ukrainian and Afghan arrivals and resources to respond to housing insecurity and food instability. Our team proactively set up a food bank and raised funds from the community, Board, and staff to support the urgent needs of Ukrainian families. This past year, we supported 1,839 Ukrainian clients.

Access to technology is vital to finding a new home, looking for a job, and participating in training. This year, Achêv partnered with HumanIT and Visa Canada to distribute 120 free refurbished Chromebooks to newcomers and refugees in Peel and Halton. Recipients also received one year of technical support and financial literacy training specially designed for newcomers.

We are meeting the needs of our clients when and where they need it. In addition to supporting newcomers at five locations across the GTA, our NIC team enhanced online service delivery to maximize the resources available to our clients. We were able to offer more workshops, reach more clients, and generate higher participation rates across our programs, and are well-positioned to respond to emerging needs in the future.

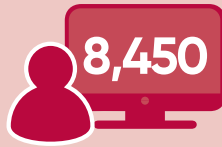
## In 2022-23, Achēv's Newcomer Services:

### Welcomed



newcomers to Newcomer Information Centres

### Engaged



newcomers in 2256 settlement and employment workshops

### Supported



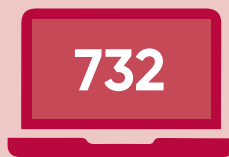
Ukrainian clients

### Provided



virtual and in-person childcare visits for newcomer children

### Provided



clients with pre-employment and settlement services through the NIC Online Program

### Connected



Compass Initiative clients to over 65 services from 30 settlement organizations

## Achēv in Action

It's hard to land a job without Canadian work experience. Achēv's Skilled Newcomer Training Incentive Bond pilot provides employers with a hiring bond of up to \$10,000 to hire, train, and provide work experience for skilled newcomers in their field of expertise. Individuals receive four weeks of training and 12 weeks of career coaching. Developed based on feedback from employers, this innovative pilot was designed to meet business needs while connecting skilled newcomers to curated employment, mentoring and networking opportunities.



"As a new immigrant to Canada, the Skilled Newcomer Incentive Bond Program helped to provide me with the relevant knowledge and support I needed. The facilitators provided guidance and information to equip participants with the skills and strategies to support our entry into the Canadian labour force and ensure our continued success. Thanks to their support, I am now happily employed in my industry of choice, Aviation."

S.S., Skilled Newcomer Incentive Bond Program Client



"I landed in Canada in May 2022 and immediately started looking for jobs, but it was an overwhelming experience. I met staff from the Newcomer Information Centre, who assisted me as a mentor. She reviewed my resume and suggested changes which proved fruitful in getting responses from recruiters. I ended up having three offers in one month. I can't thank Achēv more for helping me in my struggling days."

S.K., Newcomer Information Centre Client



## Language Services



Achēv's Language Assessment and Training Services experienced significant growth last year as Canada increased its immigration targets and welcomed Ukrainian nationals and Afghan refugees. This influx of newcomers and refugees increased the demand for language assessment and training. With additional funding from IRCC, we were able to expand our services and connect people to assessments and our LINC Home Study programs.

Working closely with one of our partner organizations, Refugee Assistance Service, Achēv deployed language assessment teams to hotels where new arrivals are welcomed. Leveraging support from Ukrainian, Farsi, Dari, and Pashto-speaking Achēv staff and translators, we provided rapid language assessments and referrals to language training, employment, and newcomer services.

Innovation and technology were critical to increasing our capacity in 2022-23. We launched a new language assessment tool, moving from paper to a computer-assisted, hybrid assessment tool that is delivered in person at our sites. What began as an innovation pivot during the Covid lockdown when our offices were closed was expanded in response to client demand. We also enhanced our digital capacity with a new digital asset management system, which was funded by a grant from the Ontario Trillium Foundation.

We are expanding access to language training curricula for LINC providers across Canada, a key challenge that emerged during the pandemic. We are conducting user testing of eLearning units developed with the support of the Centre for Canadian Language Benchmarks through a National LINC Online Curriculum project, and delivered on Avenue.ca, to strengthen language training capacity across Canada. This significant national project is expected to launch in 2025.

## In 2022-23, Achēv's Language Services:

Welcomed



clients

Helped



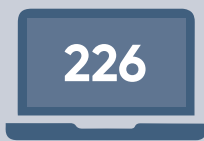
immigrants and potential immigrants from 187 countries access our online self-assessment tests

Provided



learners with English language training through Achēv's distance education programs

Trained



staff of 52 language assessment organizations across Canada

Responded to



language database requests with 99% satisfaction rating

Led professional development for



language teachers and Achēv distance education instructors

## Achēv in Action

Last fall, as part of our DEI+A commitments, Achēv's language services team launched a Respect and Reconciliation Project to provide language instructors with the tools and resources to raise awareness of Indigenous history and culture among English as a Second Language students. Launching in 2024, *Respect and Reconciliation with Indigenous Peoples: Introductory Training for Language Instructors* will be made available to ESL instructors across Ontario.



"I arrived in Canada from Ukraine under circumstances that most of us couldn't imagine. Within two months, I was working in a supermarket and was enrolled in LINC English lessons. This gave me the confidence to pursue my career in banking, the industry I had worked in before arriving in Canada. With support from Achēv, I enrolled in English conversation classes and refined my interview skills and resume writing. Today, I am employed with TD Bank in London, Ontario."

A.K., LINC Home Study-Ontario Client



"We value the collaboration and support from Achēv Language Assessment Centre teams not only in providing language assessments to our existing learners but also in assisting them and other prospective students with language training options and referrals to our classes where learners' needs and interests are being met."

Klara Frasher, LINC Program Manager,  
Catholic Crosscultural Services



## Youth Services



Last year, we saw first-hand the lingering impact of the pandemic on young people. Years of disrupted learning, social isolation, and the rising cost of living have left many youth with mental health challenges and skills gaps that make it difficult to find and keep a job. Our team worked with funders, partners, and program managers to expand and modify our programs to meet the increasingly complex needs of over 18,000 youth.

Achēv's youth services help young people to build their skills and navigate the workforce to find employment. Our youth programs provide pre-employment and skills training, career coaching, and civic engagement opportunities to prepare youth to enter the job market.

Achēv's highly successful Employment Skills for Youth program (ES4Y) connects young people with employment skills and work experience. It includes a four-week paid pre-employment training program followed by an 11-week paid work placement. We expanded the program to include a focus on mental health, building resilience, and inclusive workplace culture. We also included life skills, such as managing a budget, conflict resolution, and time management in response to the increasing needs of our clients.

It is difficult to find and keep a job if you are hungry, homeless, or struggling with mental health. Additional funding and partnerships allowed us to provide our youngest clients with important life-stabilizing supports such as mental health counselling and access to social workers. We were also able to help them with their daily life struggles such as access to food, clothing, rent support, transportation, and criminal record checks.



## In 2022–23, Achēv's Youth Services:

### Provided



youth with civic engagement opportunities

### Supported



women and girls in youth-focused programs

### Welcomed



youth to networking events

### Engaged



youth in volunteering opportunities

### Assisted



youth with skills training for career development

### Celebrated



youth who went on to further education or employment-specific skills training

## Achēv in Action

**EmpowHer connects young women, ages 15–29, with women professionals and empowers them to develop new skills and explore career opportunities. The program attracts volunteers from all facets of the workforce, including government, tech, law, and financial services. Participants gain a range of leadership and transferable skills, such as event planning, project coordination, marketing and social media, web design, videography, entrepreneurship, and financial literacy.**



"I'm a senior in high school hoping to pursue a career in medicine. I believe that women were not put in this world to simply shadow men or follow in their footsteps. Because of this mindset, I joined EmpowHer in early 2021. In just under a year, I went from a member to a team lead, to an alumna, and I'm now a mentor. The lessons I've learned here are endless and beneficial. Thank you, Achēv!"

H.T., EmpowHer participant



"I had never gone to a networking event prior to Achēv because I used to think that applying to jobs online works well. Since joining your program, I have gained so many invaluable insights from the mentors you have connected me with, and I cannot thank you enough for it. I've been able to connect with three mentors so far, and I have found that their advice was all very relevant. I have learned that there is wisdom to be learned from anyone and everyone, regardless of their background."

J.K., netWorks participant

## Women's Services



In November 2022, we celebrated the launch of Achēv's Women's Services pillar. This new offering allows us to provide more targeted support to the over 59,000 women and girls we serve who face unique challenges in securing employment, settling in a new community, and building the networks they need to thrive.

Women, particularly newcomer and racialized women, face barriers to full-time, meaningful employment. It takes immigrant and racialized women longer to integrate into the labour market than men. They earn less median income in a year compared to Canadian-born and non-racialized women. Achēv's Women's Pillar supports women across the continuum of their lives, from first jobs and settlement to skills development and charting career paths.

Broadening and extending women's workforce participation, particularly for newcomer and racialized women, is critical to addressing Ontario's current and future labour challenges. We are increasing our work with employers to build pathways to employment and set women up for success.

In 2022-23, we launched Preparing Women and Workplaces for Success, a program for racialized newcomer women and Ontario businesses. The program provides racialized newcomer women with 120 hours of paid training and employment support to improve essential employment and life skills. Achēv is working with 15 businesses across Ontario, British Columbia, and Saskatchewan to create inclusive workplace cultures that support women. The program provides diversity, equity, and inclusion training to all employees to foster workplace cultures where racialized, newcomer women can thrive.

## In 2022-23, Achēv's Women's Services:

### Delivered



dedicated programs to serve women and girls

### Supported



women and girls across Achēv's programs and services

### Women represented



of Achēv clients

### Consulted



women in the development of resources to advance equity in the workplace for women and girls

### Helped



clients who received dedicated training for women find employment

### Provided

8,796



women with newcomer services and supports

## Achēv in Action

We expanded our hugely successful Workforce Pathways for Women in Seniors Care to train and place more racialized newcomer women in unregulated healthcare roles, such as housekeepers, personal attendants, and dietary aides. Building on deep relationships with community partners and employers, we worked with funders to expand program eligibility and paid job placements to upskill and connect women with long-term, meaningful employment in a sector experiencing significant labour shortages. This past year, 149 women participated in this program.



"I was able to achieve my goal of getting employment only because of the support provided by Achēv. They provided me with free Dietary Aide training [and] gave me the financial and moral support I genuinely needed. It helped me to become an independent woman who can support her family. A big thank you to Achēv for doing such commendable work for women and new immigrants."

V.P.S., Workforce Pathways for Seniors Care Client



"I am a newcomer and got to know about the Preparing Women and Workplaces for Success program from Achēv's newsletter. It was a wonderful program for me. I learned how to write a resume and cover letter, job search and interview strategies, and about Canadian work culture. All these topics are very helpful to me. And most importantly, it is this program that pushed me to put my job search into action."

L.M., Preparing Women and Workplaces for Success Program Client



## Inclusion Services



Fostering an inclusive culture where everyone belongs isn't just the right thing to do. It's good for the bottom line. In 2022-23, we launched Achēv Inclusion Services, building on our proven track record of helping companies create inclusive and equitable workplaces.

Achēv's unique model allows businesses to access comprehensive Diversity, Equity, Inclusion, and Accessibility (DEI+A) services without investing in a full-time DEI+A resource. This is particularly attractive to small and medium-sized organizations. By partnering with Achēv Inclusion, employers can tap into our deep knowledge and experience, including a team of dedicated professionals who work closely with senior leaders to design and implement tailored DEI+A strategies.

Our DEI+A services cover many areas, including training, policy development, and cultural competency workshops. We also work with businesses to support their recruitment, retention, and strategic planning through a DEI+A lens. These services are designed to empower employees, enhance productivity, and cultivate a culture of diversity and equity. Working closely with the Achēv team, organizations are able to measure progress, identify areas for improvement, and adjust strategies accordingly, resulting in sustainable long-term change.

After just one year, Achēv Inclusion's curated DEI+A offering is a strategic investment that is already yielding returns for our clients. We are working with employers across the GTA to implement strategies that are helping to attract and retain top talent, enhance organizational reputation and drive positive change.

## In 2022-23, Achēv's Inclusion Services provided:



**DEI+A Strategic  
Planning**



**Leadership  
Development**



**Workplace  
Training**



**Recruitment and  
Retention Support**



**Tools and  
Resources**



**Impact  
Measurement**



"Canadian Western Bank chose to support Achēv Inclusion because their mission has a strong alignment with our community giving focus on promoting inclusivity, ensuring all Canadians, especially those experiencing barriers, have more opportunities to grow and thrive. We're proud to support Achēv as they make strides in diversity, equity, and inclusion, especially for local employers and newcomers, contributing to a more inclusive society for all."

Lacey Jansen, Manager, Community Engagement, Canadian Western Bank



"At Amazon, we strive to be Earth's Best Employer by creating a workplace in Canada that's exceptionally inclusive, equitable, and diverse. To help advance the professional success of our people, we're excited to partner with Achēv Inclusion and leverage their vast expertise working with newcomers and others from diverse backgrounds to help our people feel empowered to do their best work every day"

Zoya Zayler, Head of Diversity, Equity & Inclusion – Canada Corporate, Amazon

# Program and Services

## Employment Services

Employment Ontario Service Hubs  
Brampton Fire & Emergency Services  
Recruitment Pilot (BFES)  
Bridges to Employment  
Canada–Ontario Job Grant (COJG)

## Newcomer Services

Newcomer Information Centres (NIC)  
Accelerating Career Advancement (Career Loans)  
Compass to Connect  
Empowering Newcomers for Entrepreneurship  
Innovations in Fintech  
Mobilize Ontario  
Niconline.ca  
Newcomer Settlement Program (NSP)  
Seniors Engagement & Empowerment Program (SEEN)  
Skilled Newcomer Training Incentive Bond Pilot  
Virtual Accelerating Career Advancement (Career Loans)

## Language Services

Language Assessment Service Centres  
Canadian Language Benchmarks  
Online Self-Assessment  
History for Assessments, Referrals and Training system (HARTs)  
Language Curriculum Training Services (LCTS)  
LINC Home Study Ontario

LINC Home Study Canada  
National LINC Online Curriculum & Online PBLA Project  
National Language Assessment Training and Support Services (NLATS & LATS ONTARIO)  
National Online Self Assessment (NOSA)  
Online English Stage 1-2  
Ready English Accessible for Caregivers (REACH)  
Respect and Reconciliation Project

## Women's Services

Advancing Equity for Women and Girls  
Career Pathways for Racialized Newcomer Women  
Elevate  
Milestones to Employment for Newcomer Women  
Preparing Women & Workplaces for Success  
Women's Connections and Empowerment Program  
Workforce Pathways for Women in Seniors Care

## Youth Services

Black Youth School Success Initiative  
Employability Skills for Youth (ES4Y)  
netWORKS  
Next Steps: Employability for Youth  
Newcomer Youth Connections (NYC)  
Y2A/Youth LEaD  
EmpowHer



# Funders, Sponsors and Partners



FUNDED BY  
**CANADA  
SERVICE  
CORPS**

Canada



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



Women and Gender  
Equality Canada

Femmes et Égalité  
des genres Canada



Employment and  
Social Development Canada

Emploi et  
Développement social Canada



## Statement of Financial Position

March 31	2023	2022
<b>Assets</b>		
Current		
Cash	\$ 3,806,435	\$ 2,667,093
Short-term investments	2,000,000	975,000
Accounts receivable	2,856,475	2,813,124
Prepaid expenses	851,848	678,323
Restricted Cash	1,573,488	2,747,594
	<b>11,088,246</b>	<b>9,881,134</b>
Capital and intangible assets	<b>1,059,212</b>	<b>1,241,060</b>
	<b>\$ 12,147,458</b>	<b>\$ 11,122,194</b>
<b>Liabilities</b>		
Current		
Accounts payable and accrued liabilities	\$ 3,137,795	\$ 3,342,152
Deferred revenue	2,762,999	1,082,629
Restricted - Loan Guarantee Fund	1,573,488	2,747,594
	<b>7,474,282</b>	<b>7,172,375</b>
Deferred capital contributions	<b>935,012</b>	<b>1,124,927</b>
	<b>8,409,294</b>	<b>8,297,302</b>
Net Assets		
Restricted reserve	<b>3,392,844</b>	<b>2,662,226</b>
Unrestricted fund	<b>221,120</b>	<b>46,533</b>
Invested in capital and intangible assets	<b>124,200</b>	<b>116,133</b>
	<b>3,738,164</b>	<b>2,824,892</b>
	<b>\$ 12,147,458</b>	<b>\$ 11,122,194</b>

Financial Statements Audited by Grant Thornton LLP

## Statement of Operations

Year ended March 31	2023	2022
<b>Revenue</b>		
Government contributions		
Federal	\$ 18,426,594	\$ 16,392,323
Provincial	13,190,645	12,328,207
Municipal/Regional	527,733	330,798
Non-government contributions, sponsorships and grants	1,624,022	1,446,062
Other Revenue	653,738	282,623
Amortization of deferred capital contributions	408,997	361,889
	<b>34,831,729</b>	<b>31,141,902</b>
<b>Expenses</b>		
Salaries and benefits	22,584,496	20,956,805
Rent	3,106,921	2,904,142
Program delivery services and resources	2,553,507	2,122,095
Program subsidies and supports	1,659,023	1,700,412
Advertising and promotion	1,125,995	799,424
General office and administration	690,592	411,202
Professional fees	555,589	475,090
Amortization of capital assets	453,967	442,577
Information technology	379,984	265,254
Communications	308,150	233,784
Office and other supplies	219,835	243,007
Training and development	177,992	94,780
Insurance	102,406	81,104
	<b>33,918,457</b>	<b>30,729,676</b>
<b>Excess of revenue over expenses</b>	<b>\$ 913,272</b>	<b>\$ 412,226</b>



## Locations

### Head Office

90 Burnhamthorpe Road West,  
Suite 210, Mississauga, ON  
L5B 3C3  
905.949.0049

### Mississauga – City Centre

50 Burnhamthorpe Road West,  
Suite 300/410, Mississauga, ON  
L5B 3C2  
905.949.0049

### Oakville

690 Dorval Drive,  
Suite 100, Oakville, ON  
L6K 3X9  
905.875.3851

### Toronto

100 Lombard,  
Suite 400, Toronto, ON  
M5C 1M3  
416.964.9797

### Brampton East

263 Queen Street East,  
Unit 14, Brampton, ON  
L6W 4K6  
905.595.0722

### Mississauga – Malton

7420 Airport Road,  
Suite 104, Mississauga, ON  
L4T 4E5  
905.677.0007

### Pickering

1099 Kingston Rd,  
#240, Pickering, ON  
L1V 1B5  
905.420.1919

### Brampton South

7700 Hurontario Street,  
Unit 601, Brampton, ON  
L6Y 4M3  
905.457.4747

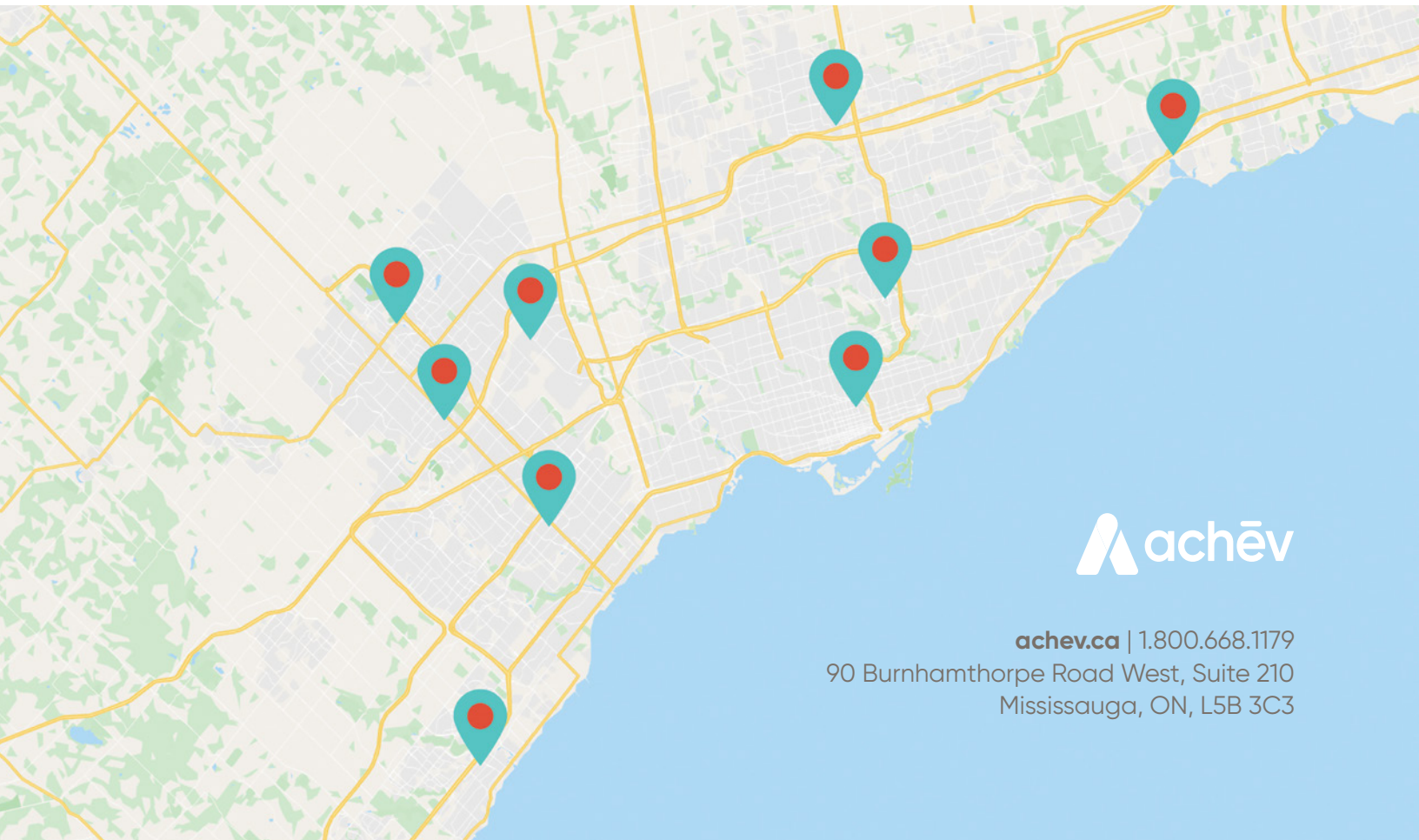
### North York

1090 Don Mills Road,  
Suite 406, Toronto, ON  
M3C 3R6  
416.444.8744

### Richmond Hill

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