



TIMES CHANGE
WOMEN'S EMPLOYMENT SERVICE

Times Change Women's Employment Service

IMPACT REPORT

2023 - 2024

50th Anniversary Edition

About Us

Times Change Women's Employment Service is a non-profit organization in Toronto that has inspired and supported women in achieving their career goals since 1974. In an era where the labour market is constantly evolving, we remain at the forefront of specialized guidance and employment services for women.

Vision

Times Change strives for the economic and social equality of all women. We believe every woman should have the opportunity to thrive in her chosen career, and we work tirelessly to break down the barriers that have historically impeded gender equality.

Mission

Times Change helps empower unemployed women find sustainable and meaningful employment to support themselves and their families.

Our Story

Times Change was founded in 1974 during a period of significant social and economic transformation, especially regarding women's roles in the workforce.

The organization was created by a group of women who recognized the need for services that assist women in navigating the job market, which was still predominantly male-oriented at that time.

Since then, Times Change has been at the forefront of understanding today's job market and providing women with the tools, knowledge, and confidence to flourish within it. Our programs and services are tailored to address the demands of the modern labour market, ensuring that women are equipped with the skills to secure employment and excel in their chosen fields.

OUR STRATEGIC PLAN

STRATEGY 1

Continue to provide innovative client-centered programming aligned with the changing needs of the labour market.

STRATEGY 2

Secure and diversify our revenue to maximize our impact and ensure agency stability.

STRATEGY 3

Strengthen our communication with stakeholders and advocate on behalf of women's employment equity.

STRATEGY 4

Develop an adaptable infrastructure and HR model that ensures our long-term sustainability.

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President's Report

Celebrating 50 Years



Since 1974, Times Change Women's Employment Service has offered a safe and supportive environment for women seeking employment and equity. In the past 50 years, Times Change has continually adapted and expanded its offerings, all while supporting tens of thousands of women and their families. The impact of this organization is deeply felt across industries and generations. This year, we join together in celebration of this major milestone, and reflect on how we can all continue to make the future even more inclusive for women in the workforce.

This past year marked an increasing integration of technology into Times Change's resources and services. Whether it was the expansion of onsite computer rooms for client use or acknowledging the popularization of AI and ChatGPT as we embrace current technology, staff ensured women were well equipped with the skills and infrastructure needed to succeed in an evolving workplace.

Additionally, Wells Fargo and Times Change continued their partnership to advance social impact goals, focusing on women's economic empowerment through skills training, career development support, and employee engagement. Over the past year, this collaboration has demonstrated the mutual benefits and meaningful community impacts of nonprofit-corporate partnerships.

In collaboration with Cyber Connexion and the University of Toronto's Fields Institute, we offered in-demand training programs for racialized women with a specific focus on women who identify as Black and Indigenous. These programs included comprehensive training in networking, defensive security, and cryptography. Responding to such trends and advancements is a strength of the organization, as is the team's ability to balance innovation with trademark client care and support.

The organization continues to impress with a foundation of strong and mutually beneficial partnerships and evidence of financial growth. This success is timely as this year has shown an increase in clients who are unhoused, refugees, and present high-needs such as requiring mental health support. In Canada there has been a 21.4% increase in the cost of food and a 21% average rent increase since 2022. In 2023, 71% of women in Canada said inflation is impacting their mental health. Established relationships with service providers across the city ensure greater success when making referrals and providing holistic service in a cost of living and housing crisis. Times Change responds to these crises with creative solutions and a commitment to understanding the complex interests of each individual seeking support.

Presidents Report Cntd.

Times Change continues to meet women where they are, whether in a remote or in-person capacity, offering the resources and information required to take a bold step toward career and educational advancement. For 50 years, this thoughtful and individualized approach has defined the organization as more than just an employment service. When you connect with Times Change, you are expanding your community, your goals, and your prospects.

When you empower women toward their education and career goals, you are truly contributing toward a promising future. Thank you for your ongoing support of our organization and mission! Let's celebrate the achievements of the past 50 years and welcome the successes of the next 50 together.



Rebecca Hazell
Board President
Times Change Women's
Employment Service

Times Change Timeline of 50 Years

1974

Times Change Women's Employment Service opens with funding from Canada Employment and Immigration, Outreach Program.

1983

Receives grant from the Atkinson Foundation and support from Great Northern Apparel Inc., The Bronfman Foundation, The F.W. Morrow Foundation, and corporate donations.

1987

Times Change becomes a member of United Way of Greater Toronto, receiving funding to operate and staff the Access Centre and provide Educational Counselling.

1994

Core funding from the Ontario Women's Directorate is established and the Career Planning Workbook for Women and Leader's Guide are officially launched

1995

With additional funding from United Way, Times Change hires a staff person to assist clients with updating their computer skills.

2003

Funding from the Trillium Foundation helps Times Change to renovate and grow, adding a new group workshop room and additional office space.

2006

Received an extended contract from Service Canada/Employment Ontario from 2006 to 2009 to ensure continuity of the service & negotiates a three-year contract with United Way Toronto.

2009

Employment Ontario contract is extended to 2010 & a new full-time position for an Employment Counsellor to process Second Career and Ontario Skills Development funding applications.

2010

Through employment Service Delivery Model of Employment Ontario, Times Change starts the process of implementing new programs and improvements to provide clients.

2014

Times Change celebrated "40 Years of Inspiring Women" in partnership with the SHAMBA Foundation

2015

A three-year strategic plan is formulated Times Change partners with Sage 50

2016

New career workshops are launched thanks to funding from the Employment Ontario Youth Job Link program, the United Way Toronto and York Region's Women Gaining Ground. Times Change has significant success with its fundraising event Power of 100 Campaign.

2017

Times Change launches the Career Advancement and Mentorship Program (CAMP), a career workshop for women looking to transition from precarious work to more stable employment.

2018

Times Change is part of a pilot project with the Toronto Region Immigrant Employment Council (TRIEC), an important program that helps immigrant professionals establish a professional network through mentorship in Canada. Times Change embarks on an office move to an even more accessible location in the heart of downtown Toronto

2019

The Ontario Society of Senior Citizens Organizations (OSSCO) hosted a successful pilot workshop at Times Change. New partnerships also include information sessions held by the YWCA and resume workshops co-organized with Victim Services Toronto.

2020

At the onset of the pandemic, Times Change pivoted its services online and focused on helping clients with immediate needs. Thanks to United Way, Times Change launched a new service for clients in need of laptops at home, and immediate access to services called 'Caring Calls' and the 'Tech Loan' program

2021

Amid the COVID-19 pandemic, Times Change continued to seek out partnerships that align with its remote work. Times Change partnerships expanded to include Palette Skills and Canada Learning Code, and a new opportunity for mentorships with Dell Canada.

2022

Times Change received a Bhayana Family Foundation Award for 'Team Leadership' for its commitment to success as a Collective in the aftermath of COVID-19.

Our Community Impact



1499

Number of women helped by Times Change



497

Number of clients who benefited from employment counselling



297

Number of women who found employment or went back to school as a result of our help



203

Number of clients who found employment



95%

Client Service Satisfaction

Over the last 50 years, Times Change Women's Employment Service has helped over:



40, 000

Women in the Toronto community

Our Clients

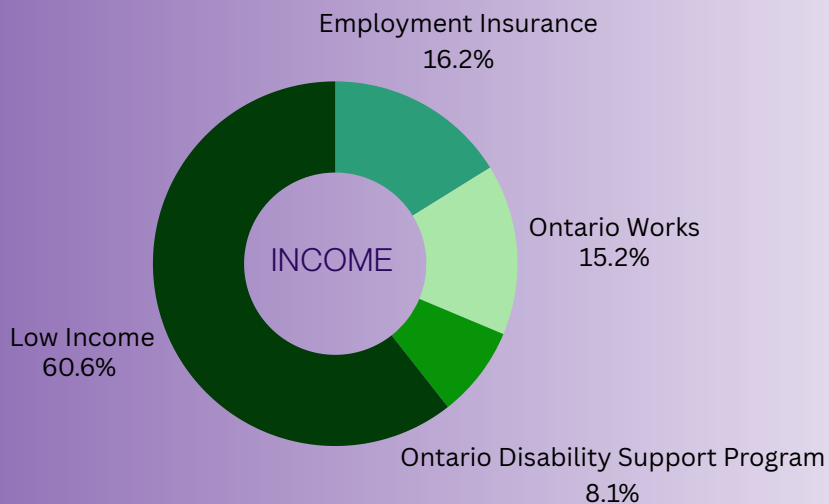
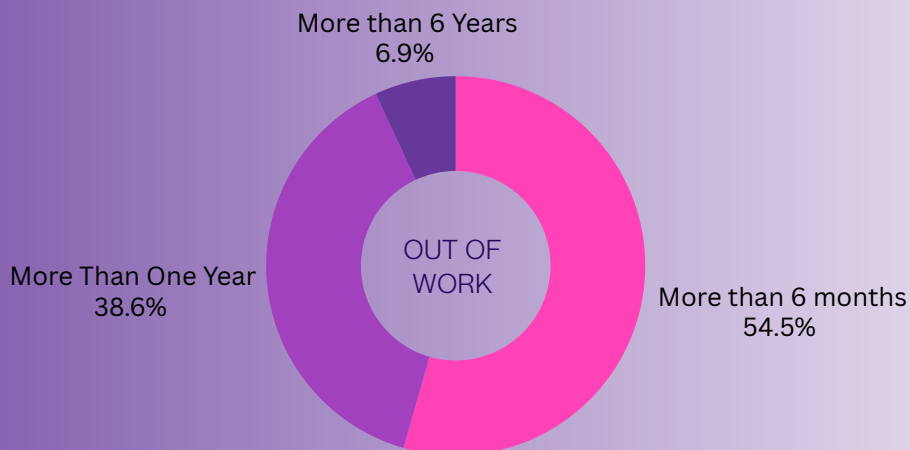
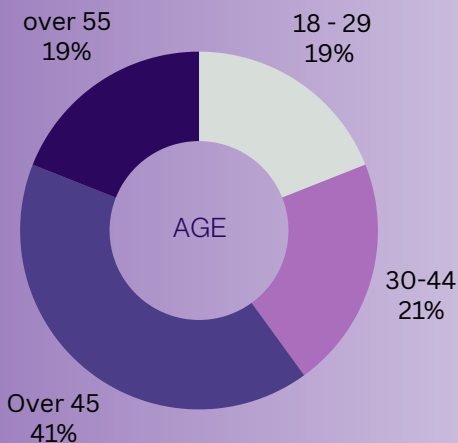


22%

Clients are Newcomers

19%

Clients identify as disabled



What We Do

Getting Started Orientation

The Times Change Getting Started Orientation is an introductory session designed to welcome new clients to our comprehensive career development and employment support services. This orientation provides essential information to help you make the most of the resources and programs offered at Times Change. As an in-person orientation, clients can view Times Change and see it as a bright, modern space designed to inspire and uplift, in a safe and supportive community

"Wonderful introduction to Times Change. I'm looking forward to working with you and exploring all you have to offer."

Our signature Career Advancement and Mentorship Program (CAMP)

For women making a career transition, we offer a 9-session workshop for those who are unclear on their career direction and would like to make a career change. With a focus on self-assessment, labour market research and decision-making, women engage in a creative process of exploring their skills, interests, goals and career options.



"Thank you SO much for the CAMP course!! It was such a blessing and has helped me feel like I've been able to 'get my feet underneath me' again, it's been a very hard year for multiple reasons and I can honestly say that your course was a God-send and helped me with my morale, self-belief and self-confidence!! Thank you!!!" -Marion

Career Exploration Fee-For-Service

Women who are working full-time can still experience our reputable and successful career planning through fee-for-service, one-on-one coaching with our career coach.

Employment Workshops

Our workshops introduce clients to current job search strategies, including networking, resume writing, and interview coaching. It is designed for women who know the type of work they are seeking and have the skills and experience to succeed. Clients can participate in hiring fairs, career panels, LinkedIn/Indeed.ca information sessions and self-care workshops.

"I felt very supported and energized by this workshop. There were helpful resources given, concrete support, and everything was informed by kindness and understanding. It's already been useful for me and I highly recommend it to anyone who is looking to decide on a career or transition from one career to another. "

-Emily

Job Matching, Placement and Incentive (JMPI)

The Job Development Team assists clients who experience barriers to employment. We provide job placement opportunities by helping local employers find qualified candidates. Job developers at Times Change average 30 active employers monthly. An integral part of our success involves partnering with companies to hold job fairs and networking events for clients.

Individual Resume Help

This service offers a 45-minute resume and/or cover letter review by expert resume advisors by phone or video call.

"The workshop gave me a more up to date understanding of how employers view resumes. I feel much more confident in my ability to craft a resume that will be relevant to the employment I am seeking."

Wrap Around Support

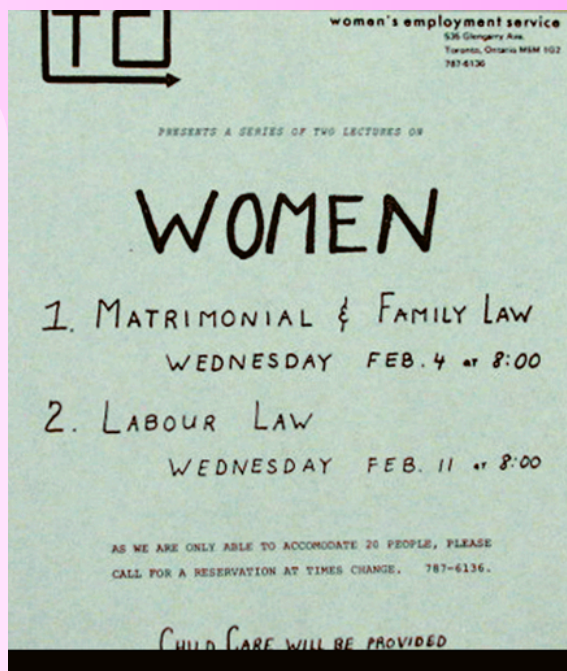
Employment Essentials - Job Readiness for Women on Ontario Works

Employment Essentials strives to help each participant accomplish one or more of the following guided outcomes: employment, further education/training, volunteer placement, and/or accessing regular addiction or mental health support. Following the 12-week core program, clients are also offered six months of post-program support, where they are given access to direct supports such as: employment counselling, job development, and life skills development. Areas of focus include employability skills, job search skills, digital literacy, life skills, and life stabilization supports depending on client need and circumstance.

Caring Connection - Life Stabilization for Women on Ontario Works

Caring Connection is an impactful 12-week Ontario Works Support Program. The program includes one-on-one sessions with the Caring Connection Coordinator, referrals to external community supports, and life-skills workshops on topics such as financial literacy, self-care, and goal setting. Additionally, Caring Connection clients can join peer support groups, connecting with other program members in a mutually supportive environment. Caring Connection operates entirely remotely via phone, email, and Zoom platforms.

"I received one-on-one support from Caring Connection, and I always felt peace, happiness and hope whenever I talked to Taylor. I was new to Canada and through Caring Connection, I learned more about resources available to me in the community. There were also options to connect with other members through peer support and life skills workshops. Thank you so much Caring Connection for all the help you provided to me, my life changed for the better." -Benigna Namutunzi



Computer Services

Tech Loan Program

As Times Change's programs and services became remote, women found themselves without access to reliable technology to participate in a productive job search. In response, Times Change created the Tech Loan program to facilitate access to upgraded and current mobile technology, such as laptops and cellphones with SIM cards, for clients and staff to use throughout the pandemic. Through this program, clients have access to laptops equipped with additional MS training software so they can continue their job search, attend school, and access Times Change services.

Computer Workshops

Our instructor-led workshops have been adapted to an online format to help clients learn relevant skills for the workforce. We have been able to assist some women outside the GTA due to this new online format. With monthly workshops in Microsoft Office as well as Internet-based job search workshops, clients can learn, refresh and upgrade their skills. Women are also given an instructional guide for future reference and have the option to complete a final assignment to reinforce learning. We now have 80 Workshops offered online and many of these are new and more advanced than before.

Self-Directed Individual Computer Support

The computer lab at Times Change provides clients with a learning environment for relevant job-essential computer skills. Up-to-date programs include Microsoft Office and specialized software relating to desktop design, web development and small business accounting. Comprehensive computer-based tutorials, keyboarding and skills-testing programs are also available. Staff and volunteers offer support, and individual appointments can be made for help with computer basics, mobile application use and formatting resumes.

Let's Get Digital

This Course functions as an intensive 'boot camp' training program, starting with a comprehensive assessment to ensure participants are job-ready and dedicated to achieving their maximum potential. With a clearly defined job goal, participants and job developers work together, investing 36 hours of training to ensure successful graduation. Upon completion, participants are seamlessly connected with employers seeking candidates with digital skills.

Education and Training Support

Better Jobs Ontario

Clients who have experienced a layoff may be eligible for financial support for further education and skills training through this provincially funded program. This initiative aims to assist displaced workers in acquiring the necessary skills to re-enter the workforce and secure stable employment.

Workforce Training Programs

Our Workforce Training Program provides educational counselling to clients to discover the right program for their career goals. Through extensive research and action planning, women identify which educational programs suit their specific needs as well as possible funding or loan opportunities. As a result, women create their own training pathways, including those for in-demand careers.



Collective Achievements



International Women's Day March 8th

For 50 years Times Change has participated in International Women's Day. The celebrations mark our most eventful time of the year.

Wells Fargo held an International Women's Day event at their head office, and Katie Didyk from Times Change was invited as a special guest speaker. At the Town Hall, Katie spoke about the importance of IWD, Times Change 50th anniversary, and the feminist movement in the 70s that paved the way for equality in employment for women.

The Neighborhood Group Community Service held an International Women's Day event where about 40 women from various backgrounds gathered. Several women in the workforce were invited to share their experiences and many inspiring personal stories were told.

Breaking Barriers Employer International Women's Day event at Times Change. The Breaking Barriers team at Times Change, led by Larysa Grant, hosted an event on the theme of "Empowering Women: Unveiling the Power of Collective Strength" on the eve of International Women's Day to celebrate the completion of the Breaking Barriers program. The occasion was honored by the presence of an amazing group of Top Diversity Employers. The accomplishments of Breaking Barriers in 2023 were reviewed and celebrated.





Dell Technologies International Women's Day event. Meg Mathur and Larysa Grant, on behalf of Times Change, were very pleased to spend the day at Dell Technologies to celebrate with them. Times Change was invited as a partner in Dell's Bridging the Gap Mentorship Program for women, created by the wonderful Naz Zehra.

Morningstar Career Panel at Times Change Women's Employment Service. Celebrating International Women's Day, a panel of six incredible women from Morningstar shared their insights with our clients for overcoming career challenges, advice on self-care during challenging career phases, and more.



A Visionary New Website



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



This year, we received much needed funding from Ontario Trillium Foundation to re-design and update our website.

The journey to the website re-design was one of dedication, collaboration, and a true labour of love. Covid taught us many lessons and a glaring one was that our website was not keeping up in time with the ever-changing online needs of clients who were reaching out remotely.

We knew that in order to grow and compete, we needed to have a website that truly listened and responded to clients. We also knew that our website lacked our personality. It wasn't 'us'.

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We are a highly skilled, passionate, fun, and well-organized group of women. We care deeply about our clients and advocate for their best interests. Our website needed to **bring Times Change to life**. So we enlisted a women-owned web design firm who, over the course of 9 months, worked with us so our website would reflect who we are. A **supportive, professional, friendly and results-driven** employment service where women can thrive and reach their career goals. We unveil a web platform that serves as a space to empower, connect, and engage.

At its core, our new website will serve as a central hub where new clients, corporate and community partners, employers and donors can learn, engage and contribute to our cause. **We have created a site that provides intuitive navigation, inspiring content, and interactive features**, providing an enriching user experience for all who visit. Our website is agile- we are able to adapt and respond to the needs of our clients and update and innovate continuously. **And most importantly, the website is us**. It demonstrates who we are, our rich history, and the successes we are proud of. As we embark on this new innovative step in our agency's path, we do so with a renewed sense of confidence that we can make a difference, one click at a time.

Times Change would like to extend our heartfelt appreciation to Kristyn Wong Tam for taking the time to join us to celebrate and for her ongoing support of Times Change. Her presence is a testament to the importance of the work we do, and we were honored to have her as we marked this milestone.

A heartfelt gratitude to the Ontario Trillium Foundation for their generous support and investment in our mission. Without their partnership, none of this would have been possible. We would also like to extend our sincere thanks to our dedicated team, volunteers, and supporters who have worked tirelessly to bring this vision to life.



With special guest, MPP Kristyn Wong Tam, Times Change hosted a website launch event to celebrate the hard work efforts of our web design team.

Corporate Partnerships

Wells Fargo

The partnership between Times Change Women's Employment Service and Wells Fargo achieved a significant milestone this past year. The Let's Get Digital program collaborates closely with a select group of unemployed women to bridge digital skills gaps and enhance their workforce readiness. Through hands-on training and direct instruction, participants gain valuable experience in performing technical tasks using the most popular workplace software and remote technologies demanded by employers.

"The Let's Get Digital program was an excellent program that not only enhanced my computer literacy and skills but also enhanced my ability to believe in myself and regain my confidence that it is not too late to learn.."- Let's Get Digital Graduate

The "Rock the Mock" workshop. Wells Fargo supported our work yet again, which was exclusively for our clients who successfully completed Let's Get Digital.

Career Panel sessions. Wells Fargo honoured our office with insightful Career Panel sessions. Your valuable contributions have been incredibly inspirational to our clients, many of whom are aspiring to enter the workforce and the financial sector.



Morningstar Analytics

Times Change extends our gratitude to Morningstar Analytics for the generous clothing donations. Additionally, Morningstar Analytics' participation in our career panels has been invaluable. Their insightful discussions and expert advice have equipped our participants with the knowledge and confidence needed to navigate their career paths successfully. The collaboration between Times Change Women's Employment Service and Morningstar Analytics exemplifies the positive impact that corporate partnerships can achieve.



Indeed.ca Partnership

Indeed has been a vital supporter of Times Change, contributing significantly to our long-term growth and sustainability through a multifaceted partnership. Their support has come in various forms, including collaboration workshops, generous donations, and comprehensive tech support. We are extremely grateful for Indeed's unwavering commitment and contributions. Their partnership has not only strengthened our organization but also empowered our clients to achieve their career goals.



Dell Bridging the Gap Mentorship

This program enabled women to enhance their personal and career growth and create vital connections in their industry through four empowering, 1-hour mentor-led sessions. Women were connected to an extraordinary network of mentors who supported them in whatever career stage they were in.



Scotiabank Financial Literacy Workshops

Networking seminars, based on Scotiabank's five pillars of banking. Provided clients with valuable information into budgeting, savings, borrowing, investing and protecting themselves.



Scotiabank

Cyber Connexion

Times Change has established a strategic referral partnership with Cyber Connexion, a renowned provider of cybersecurity training. Through this collaboration, Times Change connects individuals to specialized programs designed by Cyber Connexion to equip them with essential cybersecurity skills. The goal of this partnership is to open pathways for individuals to enter a rapidly growing field, address the skills gap in the tech industry, and support workforce development. By leveraging Cyber Connexion's expertise, Times Change aims to help its clients transition into stable, well-paying jobs within the cybersecurity landscape.



Canada Learning Code

Digital Skills for Entrepreneurship is a free four-week program for women who are interested in becoming an entrepreneur. Helping clients gain digital tools for branding and marketing their business online and understand internet safety.



The Zonta Career Clothing Boutique

The Zonta Career Clothing Boutique allows Times Change clients to access business and work attire, generously donated by the Zonta Women of Toronto. Times Change is deeply grateful for their unwavering support and dedication.

Over the years, the Career Clothing Boutique has experienced significant growth, mirroring the progress of Times Change. As we continue to build and nurture relationships with a growing number of community partners and supporters, our donations have expanded remarkably. Recently, we hosted a successful clothing drive, receiving contributions from various companies like Onyx, Morningstar Analytics and Agnico Eagle.

We look forward to the continued support of these valuable partnerships, which enable us to assist women throughout the Greater Toronto Area in their career journeys.



ZONTA
CLUB OF
TORONTO
MEMBER OF ZONTA INTERNATIONAL
EMPOWERING WOMEN
THROUGH SERVICE & ADVOCACY

The Power of Social Media



63 Followers



74 Followers



1,088 Followers



1,148 Followers



60,647 website views



 **Ally Lyske**
4 reviews · 6 photos

★★★★★ a month ago

Times Change has been invaluable and life changing for me! First I did the career exploration program that helped direct me on a great path as an Outdoor Guide. I took numerous free computer skills workshops and improved my typing skills.

Years later, when I was ready to make a career change, they assisted me to get Second Career funding. That enabled me to earn a diploma in Social Services, and when I graduated they helped me fine-tune my resume and prepare for interviews. I cannot thanks the generous workers there enough for their support.

Fun note, I later found out that when I was young, my mom had used their services as well!

 **Corey Michaels**
4 reviews

★★★★★ 9 months ago

I went in to see one of their counsellors with questions for my sister, the receptionist Rahma was extremely helpful, and relayed my message exactly as I said to. She is extremely professional, courteous, and friendly! Great atmosphere!

 **Olga K.**
2 reviews

★★★★★ 9 months ago

Very Welcome and Helpful. They will listen, help and guide you. I am very happy to find and work with them.

 **Romana Huq**
Local Guide · 115 reviews · 36 photos

★★★★★ a year ago

This centre is amazing in providing all the information and service you require for your job search. I always get very helpful staff who direct me to the right service. I have not only used their services but have also directed colleagues and clients to this centre.

 **Mariam M**
28 reviews

★★★★★ 9 months ago

I have a very good experience with this organization and Ms. Denise helped me sincerely. I am really grateful to all the staff of this organization who helped and supported me. Mary

Meet Sanjana

"I'll be honest, I was almost losing hope."

That's how Sanjana felt when she came to Times Change, almost six months after coming to Canada from her home in India. She had arrived confident that she would find a job quickly as an MBA with more than five years of experience in banking, but that confidence was shattered by the complexities of the Canadian job market.

"It wasn't what I expected. I thought I would get a job within one or two months," Sanjana shared. *"I had a few interviews, but nothing worked out and time kept passing. I was getting pretty desperate to get a job."*

Sanjana had come to Canada on her own in 2022 after waiting more than two years for her permanent residency to come through. With her husband still in India, she bravely came to Toronto to begin to build a new life. Despite the challenges, Sanjana kept looking for opportunities and found Times Change through an online search. She was intrigued by the focus on women and signed up for an Interactive Online Resume Workshop, led by one of Times Change's employment counsellors, Shiva Maleki.

With Shiva's help, Sanjana discovered the importance of fine tuning her resume for each role, as well as using the right formatting – practices that she had never encountered in India. Shiva also encouraged her to apply for a wider range of roles and supported her in customizing her resume for each of them.

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Meet Sanjana Continued..

Sanjana also took advantage of more of Times Change's services, joining a mock interview session run by corporate partner Wells Fargo. The experience was a turning point for Sanjana. She was invited to share a story about her professional experience with the group of 20-30 participants, which was celebrated with a round of applause from the crowd – a moment she'll never forget.

"Something changed in me at that moment," Sanjana said. "I really got my confidence back, as a woman and as a professional. The experience reminded me that I have value, I have worth."

The practice with interviews and support in applying for roles soon paid off, with a job offer from a local cosmetics supplier. While it was outside the finance industry, Sanjana took the opportunity to get some Canadian experience and learned a lot from the role. She quickly progressed from a sales position to a managerial one and helped with everything from bookkeeping to inventory management.

"I can't tell you how thrilled I was to have my first job in Canada," Sanjana noted. She also appreciated the ongoing support from Times Change, who stayed in touch to ensure everything went smoothly and provided additional assistance.

As is often the case, one opportunity led to more, and just six months later she secured a finance role at a cryptocurrency firm, where she is now thriving.

"I encourage every woman to reach out to Times Change," Sanjana said. "This experience really helped me understand the value of reaching out and not trying to do everything yourself. The energy at Times Change is so positive, and they are really up to date on the job market."

Sanjana is now a committed supporter of the organization that helped her, sharing: "I really cannot thank Times Change enough, they are the ones who really changed my life and gave me hope."

Meet Thembekile



Thembekile is originally from Zimbabwe. She arrived in Canada as a refugee claimant with her 17-year-old daughter in January 2023. Upon arriving in Canada, she and her daughter moved into a shelter. Before coming to Canada, Thembekile worked as a teacher and later transitioned to a career in marketing and communications. Living in a shelter, she faced significant challenges. Struggling with employment, she felt overwhelmed and uncertain about her future. She was unaware of organizations like Times Change that could offer the support she desperately needed in her job search and skills development.

One day, while out running errands, she stumbled upon an advertisement for a different organization. Intrigued, she and her sister visited the organization, only to find it wasn't the right fit.

However, this experience led her to discover Times Change. Thembekile was immediately impressed by the welcoming environment and proactive approach of the organization. Her journey at Times Change began in October of 2023. She attended an orientation session, which she described as "beautiful and amazing," and decided to stay with Times Change.

At Times Change, Thembekile utilized a wide range of services. She appreciated the computer lab, which provided her with access to the internet, essential tools for job searching, and LearnKey, a self-guided computer tutorial program. She also attended the "Let's Get Digital" workshop, a four-week program that provides clients with essential skills for the workforce, including Canva, Word, and PowerPoint, which were crucial for her job market readiness.

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Meet Thembekile Continued..

"Participating in the Let's Get Digital program has been transformative for me. Initially, I joined seeking to enhance my digital skills, but what I gained exceeded my expectations. The supportive environment fostered a sense of confidence in my abilities, empowering me to explore new opportunities.

Today, I'm proud to say that I've not only strengthened my digital proficiency but also found the courage to pursue career advancements. The program has truly been a catalyst for my personal and professional growth. It helped boost my confidence for the job market, I am currently using a lot of the skills gained there in my workplace, and I'm grateful for the invaluable experience it provided."

Thembekile also benefited from career counseling, with her counselor Denise playing a pivotal role in improving her resume and boosting her confidence. The workshops on resume writing, interview coaching, and cybersecurity were eye-opening and significantly enhanced her employability.

She describes Times Change as a place where she felt valued and respected, which helped restore her confidence. She noted that the organization's environment made her feel like she could achieve her dreams.

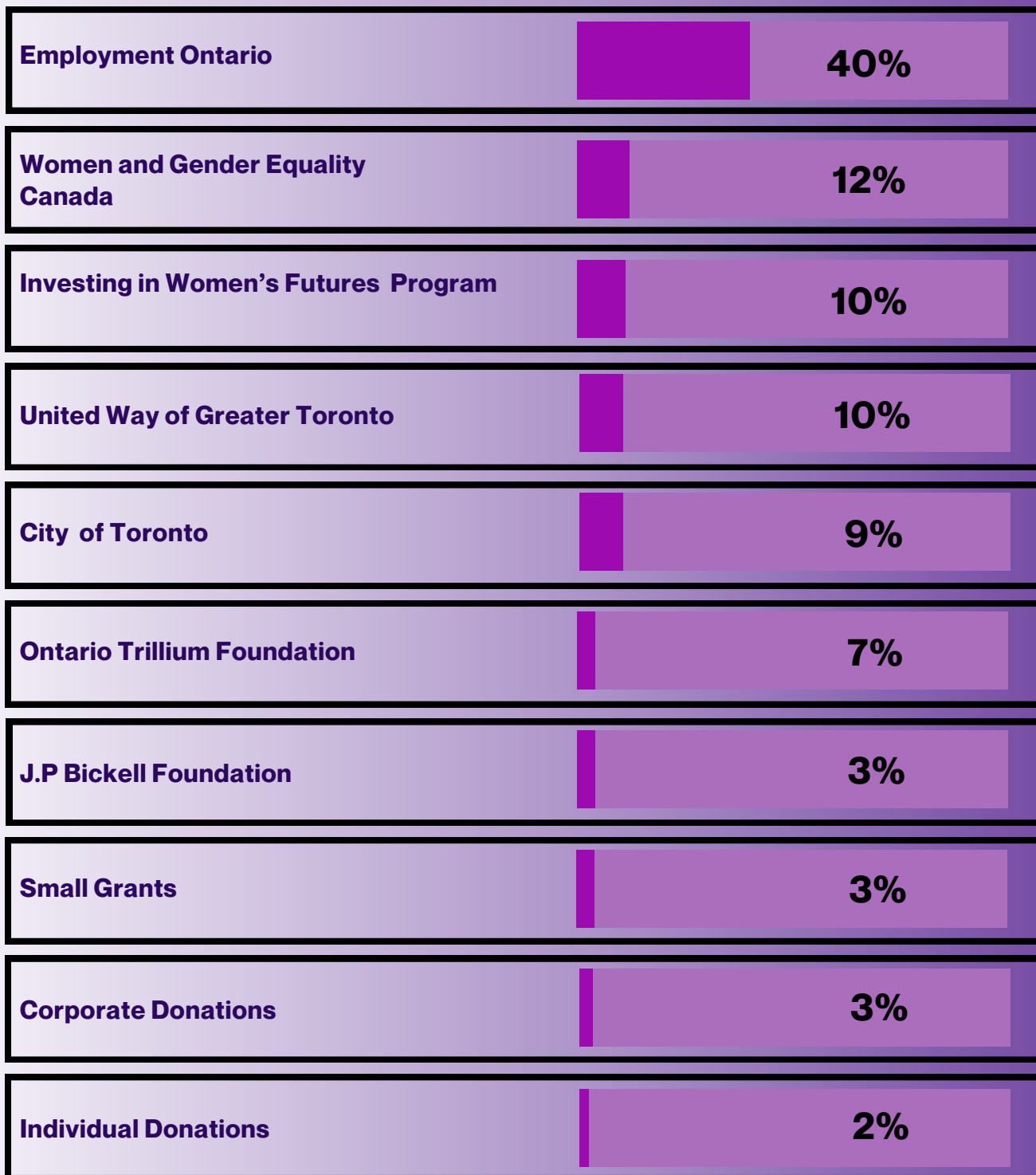
Today, she is employed as a Special Projects Assistant at Catholic Cross Cultural Services (CCS). She speaks highly of her workplace, appreciating the warm, friendly, and respectful environment that embodies Canadian culture. Her life is now much more fulfilled and purposeful. The skills she learned at Times Change, particularly in social media marketing and digital tools, are directly applicable to her current role.

Thembekile credits Times Change with opening doors for her and providing a foundation for her success. She believes that spreading the word about Times Change is crucial, especially for newcomers who might not have easy access to information about such supportive organizations. She suggests that physical flyers or brochures placed in shelters could help bridge this gap and reach more people in need.

Thembekile's story is a testament to the impact of Times Change. Her journey from uncertainty to fulfillment highlights the importance of the organization's work in empowering women and providing them with the tools they need to succeed. Times Change continues to be a beacon of hope and a source of strength for many women. Her experience with the organization has been transformative, and she continues to cherish the support and proactive assistance that Times Change provides to women.

Funding Sources

April 1st, 2023 to March 31st, 2024



Times Change Women's Employment Service

Treasurer's Report

April 1st, 2023 to March 31st, 2024

2023-2024 Highlights

The Ministry of Labour, Immigration, Training and Skills Development – Employment Services provided us with a grant of **\$608,958** for Employment Services.

The Ministry of Children, Community and Social Services – Office of Women's Social and Economic Opportunity contributed **\$157,500** for the Investing in Women's Futures (IWF) Project.

The United Way of Greater Toronto contributed **\$148,556**.

Women and Gender Equality Canada contributed **\$162,532** for two programs, Partners for Prosperity and Breaking Barriers.

Other Grants of **\$310,230** included amounts from the Ontario Works Caring Connection Program (**\$90,000**), Ontario Trillium Foundation (**\$78,850**), Bickell Foundation (**\$58,710**), Toronto Employment and Social Services Employment Essentials Program (**\$44,555**), Investing in Neighbourhoods (**\$24,121**) and Service Canada (**\$13,993**).

Individual donations and Fundraising activities totalled **\$66,997** and included amounts from Wells Fargo International Philanthropy (**\$29,702**) and Zonta Club of Toronto (**\$6,000**).

Membership fees totalled **\$370** and sales of the Career Planning Workbook for Women totalled **\$5,477**.

Times Change remains in a very strong financial position, and I would like to thank all our funders, donors, clients, volunteers, staff members and the board of directors for their efforts in contributing to the success of Times Change. They have all assisted in ensuring Times Change achieves its mandate of supporting women in their search for meaningful employment.



Jessica Budd
Treasurer, Board of Directors
Times Change Employment Service



Times Change Women's Employment Services Inc.

Financial Statements

March 31, 2024



Independent Auditor's Report

To the Members of

Times Change Women's Employment Service Inc.

Qualified Opinion

We have audited the financial statements of **Times Change Women's Employment Service Inc.** (the Organization), which comprise the statement of financial position as at **March 31, 2024** and **2023**, the statements of operations, changes in net assets and cash flows for the years then ended and a summary of significant accounting policies and other explanatory information.

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion section of our report, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2024 and 2023, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Qualified Opinion

In common with many not-for-profit organizations, the Organization derives revenue from donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Organization. Therefore, we were not able to determine whether any adjustments might be necessary to the donation and fundraising revenue, excess of revenues over expenses, and cash flows from operations for the years ended March 31, 2024 and 2023, current assets as at March 31, 2024 and 2023, and changes in net assets as at April 1 and March 31 for both the 2024 and 2023 years. Our audit opinion on the financial statements for the year ended March 31, 2023 was modified accordingly because of the possible effects of this limitation in scope.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

Times Change Women's Employment Service Inc.

Independent Auditor's Report

Page 2

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Clarkson Rouble LLP

Mississauga, Ontario
May 30, 2024

Clarkson Rouble LLP
Chartered Professional Accountants
Licensed Public Accountants



Times Change Women's Employment Service Inc.

Statement of Financial Position

As at March 31

	2024	2023
Assets		
Current		
Cash	\$ 279,010	\$ 245,942
Short term investments (Note 2)	496,213	486,385
Accounts receivable	48,170	15,143
Sales taxes receivable	11,615	21,488
Prepaid expenses and deposits	19,394	19,362
	\$ 854,402	\$ 788,320

Liabilities

Current		
Accounts payable and accruals	\$ 89,048	\$ 88,295
Deferred contributions (Note 3)	186,050	145,159
	275,098	233,454

Net Assets

Replacement reserve	19,479	19,479
Career Planning Workbook reserve	6,106	6,106
Contingency reserve	337,963	337,963
Unrestricted net assets	215,756	191,318
	579,304	554,866
	\$ 854,402	\$ 788,320

See accompanying notes to the financial statements

On behalf of the Board:

Director

Director

Times Change Women's Employment Service Inc.

Statement of Operations Year Ended March 31

	General	I.W.F.	2024 Total	2023 Total
Revenue				
Ministry of Labour, Training and Skills Development - Employment Services	\$ 608,958	\$ -	\$ 608,958	\$ 599,349
United Way	148,556	-	148,556	141,556
Women's Issues, Ontario (IWF)	-	157,500	157,500	150,000
Women and Gender Equality	162,532	-	162,532	181,276
Fee for service	14,150	-	14,150	1,900
Rebates and other income	8,055	-	8,055	3,379
Sale of books and product	5,477	-	5,477	6,101
Other grants	310,230	-	310,230	331,538
Donations	66,997	-	66,997	60,522
Interest income	18,945	-	18,945	8,301
Memberships	370	-	370	430
	1,344,270	157,500	1,501,770	1,484,352
Expenses				
Salaries and benefits	996,353	106,832	1,103,185	1,069,371
Rent	134,024	38,500	172,524	165,722
Employment support	50,195	900	51,095	43,654
Materials and supplies	905	9,791	10,696	37,948
Telephone and postage	8,934	225	9,159	6,313
Promotion and advertising	2,962	-	2,962	3,505
Computer maintenance and supplies	2,145	-	2,145	3,681
Equipment and maintenance	-	502	502	3,098
Minor equipment purchases	27,255	-	27,255	18,447
Professional fees	87,693	-	87,693	53,075
Insurance	6,165	-	6,165	6,134
Travel	-	750	750	1,317
Office and general	-	-	-	6,955
Professional development	3,201	-	3,201	6,653
Cost of books	-	-	-	4,520
	1,319,832	157,500	1,477,332	1,430,393
Excess of revenue over expenses	\$ 24,438	\$ -	\$ 24,438	\$ 53,959

See accompanying notes to the financial statements

Times Change Women's Employment Service Inc.

Statement of Changes in Net Assets Year Ended March 31

	Replacement Reserve (a)	Career Planning Workbook Reserve (b)	Contingency Reserve (c)	Unrestricted	2024 Total Net Assets	2023 Total Net Assets
Balance, beginning of year	\$ 19,479	\$ 6,106	\$ 337,963	\$ 191,318	\$ 554,866	\$ 500,907
Excess of revenue over expenses				24,438	24,438	53,959
Balance, end of year	\$ 19,479	\$ 6,106	\$ 337,963	\$ 215,756	\$ 579,304	\$ 554,866

See accompanying notes to the financial statements

- (a) A replacement reserve is maintained to cover the costs required to replace a full time employee for up to 17 weeks due to illness or injury. The reserve only includes the gross salary and mandatory employment related costs.
- (b) A Career Planning Workbook reserve is maintained in order to have the necessary funds to draw upon to update the workbook when necessary.
- (c) A contingency fund has been set up to cover unforeseen operating costs or loss of anticipated funding.

Times Change Women's Employment Service Inc.

Statement of Cash Flows Year Ended March 31

	2024	2023
Operating activities		
Excess of revenue over expenses	\$ 24,438	\$ 53,959
Net change in working capital items		
Operating working capital		
Account receivable	(33,027)	3,631
Sales taxes receivable	9,873	(3,277)
Inventory	-	705
Prepaid expenses and deposits	(32)	38,949
Accounts payable and accruals	753	3,998
Client deposits	-	(2,640)
Deferred contributions	40,891	(129,974)
Increase (decrease) from operating activities	42,896	(34,649)
Increase (decrease) in cash	42,896	(34,649)
Cash and short term investments, beginning of year	732,327	766,976
Cash and short term investments, end of year	\$ 775,223	\$ 732,327
Represented by:		
Cash	\$ 279,010	\$ 245,942
Short term investments	496,213	486,385
	\$ 775,223	\$ 732,327

See accompanying notes to the financial statements

Times Change Women's Employment Service Inc.

Notes to Financial Statements

March 31, 2024

Times Change Women's Employment Service Inc. contributes to the economic and social equality of women in Toronto by helping them to obtain satisfying ways to earn their living. Times Change Women's Employment Service Inc. was incorporated without share capital by letters patent in the Province of Ontario on September 3, 1975 and is a registered charity under the Income Tax Act.

1. Summary of significant accounting policies

These financial statements have been prepared by management in accordance with Canadian generally accepted accounting principles for not-for-profit organizations. Outlined below are those policies considered to be particularly significant:

a) Cash and cash equivalents

Cash and cash equivalents consist of cash on hand and balances with financial institutions.

b) Revenue recognition

The Organization follows the deferral method of accounting for contributions. Restricted contributions are recognized in the year in which the related expenses are incurred. Unrestricted contributions are recognized when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

c) Investments

Portfolio investments are initially recognized at fair value on the date of acquisition and subsequently re-measured at fair value at each reporting date. Unrealized gains and losses arising from the change in fair value of these investments are included in the statement of operations.

d) Capital assets

Capital assets are recorded as expenses in the year of purchase.

Times Change Women's Employment Service Inc.

Notes to Financial Statements

March 31, 2024

1. Summary of significant accounting policies (continued)

e) Contributed material and services

Donated materials and capital assets are recognized in the accounts when the fair market value of the materials is readily determinable and has been receipted by the Organization.

Volunteers contribute many hours per year to assist Times Change Women's Employment Services Inc. in carrying out its mandate. Because of the difficulty in determining their fair value, contributed services are not recognized in the financial statements.

f) Financial Instruments

The Organization initially measures its financial assets and liabilities at fair value adjusted by, in the case of a financial instrument that will not be measured subsequently at fair value, the amount of transaction costs directly attributable to the instrument. The Organization subsequently measures all its financial assets and liabilities at amortized cost, with the exception of cash and investments which are measured at fair value without adjustment for transaction costs that would be incurred on the disposal and changes in fair value are recognized in income in the period incurred.

Financial assets measured at cost include accounts receivable. Financial liabilities measured at amortized cost include accounts payable and accrued liabilities.

2. Investments

The fixed income bears a yield to maturity of 2.40% to 4.25% and matures April 2024, and May 2024. The accrued interest to year end is included in investment income on the statement of operations.

Returns on investments are subject to risk factors specific to general economic conditions. The market value represents the maximum exposure to market/credit risk.

Times Change Women's Employment Service Inc.

Notes to Financial Statements

March 31, 2024

3. Deferred contributions

Deferred contributions represent unspent externally restricted grants received by the Organization related to activities of the subsequent period or specific projects which extend beyond the current fiscal period.

	2024	2023
Balance, beginning of year	\$ 145,159	\$ 275,133
Less: amount recognized as revenue in the year	(10,459)	(140,433)
Add: amounts received related to next year	51,350	10,459
Balance, end of year	<u>\$ 186,050</u>	<u>\$ 145,159</u>

4. Commitments and contingencies

The Organization entered into an operating lease for its premises in Toronto commencing April 1, 2018 with an end date of March 31, 2025. Future estimate minimum payments, by year and in aggregate, under non-cancelable leases with initial or remaining terms of one year or more, consisted of the following at March 31, 2024.

2025	<u>\$ 146,749</u>
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5. Pension

In prior years, the organization started making contributions to the Ontario Public Service Employees' Union Pension Plan (OPSEU). The plan specifies the amount of the retirement benefit plan to be received by the employees based on length of service and pensionable pay. However, the plan is accounted for as a defined contribution plan as insufficient information is available to account for the plan as a defined benefit plan. The organization is only one of a number of employers that participates in the plan and the financial information provided to the organization on the basis of the contractual agreements is usually insufficient to reliably measure the organization's proportionate share in the plan assets and liabilities in accordance with defined benefit accounting requirements.

The amount contributed to the plan for the year was \$16,954 (2023 - \$18,726). The contributions were made for current service and these have been recognized in expenses.

Times Change Women's Employment Service Inc.

Notes to Financial Statements

March 31, 2024

6. Financial instruments risk exposure

The Organization is exposed to various risks through its financial instruments. The following analysis provides a measure of the Organization's risk exposure and concentrations at the statement of financial position date.

Credit risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. The Organization's main credit risks relate to accounts receivable, however the risk is limited due to the nature of its accounts receivable. Contributions are not recorded in receivables unless collection is reasonably assured. The Organization has not had issues with these collections over the past several years. The allowance for doubtful accounts is \$Nil (2023 - \$Nil). There has been no change in the risk exposure from the prior year.

Liquidity risk

Liquidity risk is the risk that the Organization will encounter difficulty in meeting obligations associated with financial liabilities. The Organization is exposed to this risk mainly in respect of its accounts payable. The Organization expects to meet these obligations as they come due through sufficient cash flow from operations. The Organization has not had issues with meeting obligations in the past several years. The Organization adjusts its budget annually in accordance with funding available. There has been no change in the risk exposure from the prior year.

Who We Are

THE COLLECTIVE

Diana Bahr
Katie Didyk
Karen Hoffmann-Zak
Meg Mathur
Shiva Maleki
Kary McIntosh
Song Sha
Lydia Stouten
Christine Sweeton

Educational Counsellor/Manager
Communications Specialist/Manager
Employment Counsellor/Manager
Employer Service Consultant/Manager
Employment Counsellor/Manager
Computer Support/Manager
IT Specialist/Manager
Employment Counsellor/Manager
Operations Coordinator/Manager

SUPPORT STAFF

Kayla Alvarado
Denise Mailoux Alves
Victoria Aspiotis
Taylor Delaurentis
Morgan DeMolitor
Alicia Edmunds
Larysa Grant
Nilam Keshwala
Adriana Nijhar
Leandra Ward

Administrative Coordinator
Employment Counsellor
Job Developer Assistant
Caring Connections OW Coordinator
Employment Essentials OW Coordinator
Client Support Worker
Women Breaking Barriers Program Coordinator
IT Systems Technician
Intake and Outreach Coordinator
Employment Service Consultant



BOARD OF DIRECTORS

President	Rebecca Hazell
Vice-President	Riannon John
Treasurer	Jessica Budd
Secretary	Gaeby Abrahams
Board Member	Mandie Abrams
Board Member	Myriam Gafarou
Board Member	Hai Yen Nguyen
Board Member	Anna Trichilo
Board Member	Dianne Wendling

VOLUNTEERS

Mojdeh Akhavan
Noreen Kenny
Irene Mak
Caley Savage



MEMBERS

Gaeby Abrahams	Alexandra Karacsony
Mandie Abrams	Banu Kaseler
Heider Ali	Holly Kirkconnell
Cathy Arnold	Michelle Martin
Tamia Baez	Marta McIlroy
Temitope Balogun	Lillian Mizutani
Tracy Barber	Hai Yen Nguyen
Pat Bird	Tricia O'Reilly Campbell
Mary Bird	Arlene Pastores
Nicole Borland	Carol Racicot
Linda Briskin	Maria Rodrigues
Jessica Budd	Caitlyn Siostrom
Elisa Carquozzi	Sandra Spence
Oluwakemi Chima	Maureen Spencer
Karen Direkze	Terri Stein
Susan Fitzpatrick	Amanda Taplin Milberry
Myriam Gafarou	Anna Trichilo
Krystal Germiquet	Anna Van Straubenzee
Linda Green	Sandra Wayne
Victoria Gyamfi-Kumanini	Dianne Wendling
Margot S. Haldenby	Tiffanie Wight
Tazeen Haque	Barbara Wilson
Emily Harshaw	
Rebeca Hazell	
Riannon John	



DONORS

Abel Albanes
Aliza Amlani
Catherine Arnold
Gaeby Abrahams
Lesia Alexandria
Mandie Abrams
Phillip Abrahams
Anonymous
Merryl Bear
Patricia Bird
Stella Barbieri
Rose Mary Barry
Tracy Barber
Jennifer Canton
Kayla Calder
Suzanne Chenard
Rosette Carrabetta
Veronica Chase
Moumita Das
Diane Enhorning
Peggy Egan
Catherine Goddard
Gavin Grennan
Maria Goldstone
Myriam Gafarou
Amy Hoidas
Lynn Hughes
Rebecca Hazell
Riannon John
Holly Kirkonnell
Ashley Lewis
Elena Lourtaeva
Chang Qiong Li
Andrea McCabe
Elizabeth Miller
Barbara Markman
Jacqueline Margolis
Myrna Minns
Patricia McBrearty
Susan McMurray
Susan Munro
Hai Yen Nguyen
Siobhan O'Connor

Amanda Powell
Doris Price
Elizabeth Piercy
Maria Paleka
Janis Rose
Jessica Slater
Julie Shaw
Maureen Spencer
Song Sha
Tracy Simpson
Anna Trichilo
Tara Thompson
Dianne and Jeff Wendling
Julie Wendling
Muriel Wissell
Jeremie Zhou
Odette Ziezold

Canada Helps Partner Giving Program
Kinross Gold Corporation
Give Foundation
Melmira Bra and Swimsuits
Paola Di Designs Inc.
ScotiaWealth Foundation
The Sales Group
Wells Fargo International Philanthropy
Women's Center of York Region
Zonta Club of Toronto



Remembering Kathleen Sullivan

February 4, 1944 - April 29, 2023



This year, we honour the memory of Kathleen Sullivan, a longstanding and dedicated member of our Collective, whose unwavering commitment to women's economic advancement laid the foundation for Times Change for decades. Kathleen passed away peacefully on April 29th, 2023, with the assistance of Medical Assistance in Dying (MAID), surrounded by her closest friends. She chose to end her life on her own terms, a testament to her strength and independence.

Kathleen's impact on the clients she served and the entire Times Change community was profound. Kathleen started at Times Change in 1983 and throughout her career, she tirelessly supported women in enhancing their career prospects and securing meaningful employment. Known for her personalized guidance and empathetic coaching, Kathleen helped countless clients recognize their skills and strengths, develop effective resumes and cover letters, and prepare for job interviews with tact and compassion.

Her commitment extended beyond one-on-one coaching; she facilitated workshops and provided essential resources on job search strategies, career planning, and professional development. By fostering a supportive and empowering environment, Kathleen played a crucial role in helping women navigate the challenges of the job market and achieve their career goals.

Kathleen retired in 2009, embracing her love of cottage life with Dolly, her loyal dog and companion. However, even in retirement, Kathleen's dedication to Times Change never wavered. She was instrumental in securing a substantial legacy gift to Times Change from her stepfather, John Winchester, affectionately known as 'Jack.' This generous contribution provided Times Change with financial stability and allowed Kathleen's legacy to grow, benefiting our organization year after year.

Kathleen will be remembered for her tenacity, practicality, straightforward nature, and deep commitment to social justice. Her many accomplishments have significantly contributed to the success and resilience of Times Change. We will miss Kathleen dearly and extend our deepest gratitude for her time, dedication, and lasting contributions to Times Change.



TIMES CHANGE WOMEN'S EMPLOYMENT SERVICE

VISION

Times Change strives for the economic and social equality of all women.

MISSION

Times Change helps empower unemployed women find sustainable and meaningful employment to support themselves and their families.

CONTACT US

2 Carlton St. Suite 1005
Toronto, ON M5B 1J3

Website: www.timeschange.org

Email: women@timeschange.org

Telephone: (416) 927-1900



@timeschange_women



@TimesChangeWES



@CareersWomen



@TimesChangeWomensEmploymentService



United Way
Toronto & York Region

EMPLOYMENT
ONTARIO



Ontario