

40

YEARS  
of **IMPACT**



1984-2024



Shaping **Futures**  
& Creating  
**Opportunities**



## Our Boards of Directors

2024-2025

### WILL EMPLOYMENT SOLUTIONS BOARD

#### BOARD CHAIR

Patricia Potter-Bereznick

#### VICE CHAIR

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**Patricia  
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WILL Board Chair



**Susan Hollister**  
Executive Director

## Investing in our Mission

We thank each and every funding partner, volunteer and donor that invests in our mission. Through your support, we drive innovative employment solutions to bring immigrants and employers together. Our diversified funding enables us to serve all newcomer job seekers seeking employment in Southwestern Ontario.

We are able to connect with all the talent available in service to driving vital system change in workplaces across Ontario and Canada.



The legacy and evolution of WILL Employment Solutions is a testament to the dedication and hard work of many people. In forty years, WILL has helped shape the future and create opportunities for more than 20,000 newcomers to Canada as they navigate the challenging path to secure meaningful employment.

Over these four decades, one core principle at WILL has always held true: the heart of our focus has always been to ensure that our clients are provided with the best possible support to work, live, and thrive in their communities. As we look ahead to the future, we will continue to direct our focus and energy to serving WILL clients to shape their futures and help them find opportunities for fulfilling careers.

The past year has been challenging and marked with significant changes, not only in our sector, but in our country and world. We are living in a time where newcomers are not always seen as bringing a wealth of experience and knowledge; at WILL, we know firsthand that this is not the case. Every day, our team meets highly skilled, intelligent, committed newcomers who have much to offer to our local communities and businesses. Canada is a country brimming with opportunity and a vital source of our present and future economic stability is dependent on talented newcomers to Canada bringing their expertise to our labour force.

Through our three main programs at WILL, our clients have the opportunity to achieve their dreams and career goals. In the past year alone, our WILL Work program team assisted 1,703 clients with tools to translate their international experience and education to the Canadian labour market. Our WILL Access program is an integral service that ensures newcomers can move beyond a survival job, such as driving a cab, and achieve accreditation as - for example - a doctor, lawyer, engineer, accountant, pharmacist, among many other professions. In the past year, our WILL Access team helped 160 clients develop certification plans, and 81 clients achieved licensure in their field. Our WILL Immploy program connects employers to a talented pool of newcomers looking for work and ensures that both the employers and clients have the necessary resources to successfully integrate into our Canadian work force. The WILL Immploy team was successful in connecting 637 clients to employment opportunities in their field of expertise and engaged 435 new employers to support their recruitment needs.

Now, more than ever, it's essential that WILL is poised to support newcomer talent with our expertise built on decades of practical knowledge. Our mission is to ensure that all newcomers receive the opportunity to secure meaningful employment, build their professional network, and receive individualized support that is vital to achieving their employment goals.

As we move into our forty-first year, we are excited reach more newcomers to provide them with personalized supports that help shape and create the future they are dreaming of here in Canada.

## **IMPACT** at a **GLANCE**

Across Southwestern Ontario, meaningful change is happening. WILL Employment Solutions is proud to stand alongside regional partners, visionary employers, dedicated volunteers and mentors, and courageous newcomer leaders to open doors and create essential career opportunities. Together, we are turning our shared vision—where every immigrant finds meaningful employment—into reality.

### **WILL EMPLOYMENT SOLUTIONS ENGAGED**

**1,608** newcomers

worked with WILL to develop clear employment goals aligned with their education and experience—laying the groundwork for meaningful careers in Canada.

**465** clients

engaged with WILL to secure employment opportunities connected to their fields, demonstrating the impact of focused guidance and their own determination.

**235** new employers

partnered with WILL to recruit and retain immigrant talent—strengthening their workforce through inclusive and forward-thinking hiring practices.

I am thankful to WILL Employment Solutions for all the services that I received from this organization... All those and a ton of other useful resources proved to be valuable tools for me as a newcomer in my job search experience here and in my interactions with Canadian employers and have been instrumental in my landing a successful job.

Thanks for all the work you do supporting newcomers in Canada, without you, I would not be where I am now.

Once again, thank you for your tremendous support and guidance. It made a real difference in my performance and confidence. – WILL Client, 2024-2025

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## FUNDED BY

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City of London

Employment and Social Development Canada

Immigration, Refugees and Citizenship Canada

Libro Credit Union

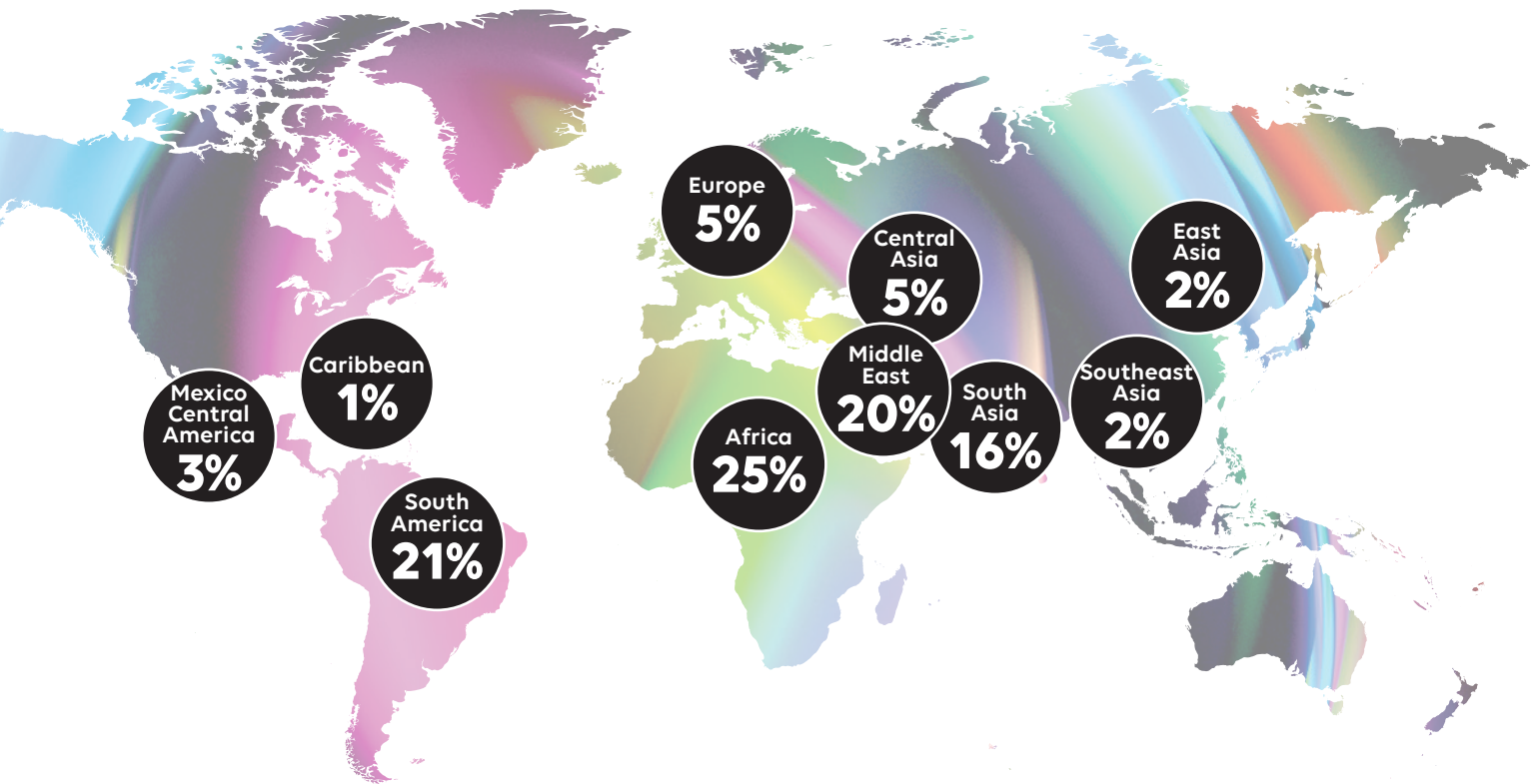
Ministry of Labour, Immigration, Training and Skills Development

Ontario Trillium Foundation

United Way Elgin Middlesex

# Welcoming newcomers

from around the world to Canada



## IN 2024-25:

We served clients originating from **98** different countries, including Canada

Our clients had **61** different first languages

**95%** of our clients were born outside of Canada

**5%** were born in Canada

**Top 10** first languages other than English in order: Spanish, Arabic, Ukrainian, Portuguese, Urdu, Hindi, Malayalam, Farsi, Nepali, Punjabi

# Our Talented Team

**70%**

of our staff are immigrants  
or newcomers to Canada

**77%**

speaking two  
languages or more

**23%**

of staff speak three  
languages or more

**98%**

of our team members have  
post-secondary education

**30%**

possess a  
masters degree  
or higher





As newcomers begin to envision their career path in Canada, WILL Employment Solutions is there to help. Our tailored suite of services, created specifically with immigrants in mind, offers a personalized, step-by-step approach to navigate the current job market and turn career goals into meaningful employment.

We recognize that the job search journey can feel overwhelming, which is why our team is committed to creating a welcoming and supportive environment from the very first interaction, whether it's a phone call, a visit, or an intake session. We go beyond traditional service by working collaboratively with other providers, ensuring timely referrals and sharing best practices to strengthen outcomes not just for our clients, but for all job seekers across the sector.



# 1,703

## Clients Equipped to Navigate the Canadian Labour Market

WILL empowers newcomers with the tools and guidance needed to translate their international education and experience into a meaningful career in Canada. Through WILL's interactive workshops, they explore Canadian workplace culture, labour market trends, job search strategies, and effective networking—including the use of social media.

# 518

## Clients Gained Independence and Confidence in Their Employment Journey

With personalized support and practical resources, our clients develop the skills needed to navigate today's complex, technology-driven job market, empowering newcomers to take charge of their career paths with confidence and resilience.

# 316

## Clients Enhanced Workplace Skills and Confidence

Newcomers strengthen their understanding of the diverse skills necessary to succeed in the Canadian workplace, boosting their confidence and readiness for lasting career success.

The guidance I received was not only insightful but also delivered with genuine warmth and respect, which made the experience incredibly positive and impactful.

I would like to express my sincere gratitude for the high-quality service and dedication. It is clear that your organization values its clients and upholds excellent standards of care. Thank you once again for the outstanding support. – WILL Client, 2024-2025



For newcomers in regulated professions and trades, the path to licensure and certification can often be long, complex, and daunting. At WILL Employment Solutions, we walk alongside our clients every step of the way, offering personalized, hands-on support to make the process clearer and more achievable. From navigating credential evaluations to connecting with regulatory bodies, educational institutions, and potential employers, our team ensures that skilled immigrants are equipped and empowered to reach their professional goals in Canada.

**160**

**Clients Built Licensure, Certification and Credential Evaluation Plans**

As a regional leader in supporting internationally trained professionals, WILL guides newcomers in developing personalized licensure, certification, and credential evaluation plans—making complex pathways more accessible through connections with regulatory bodies, educational institutions, and employers.

**81**

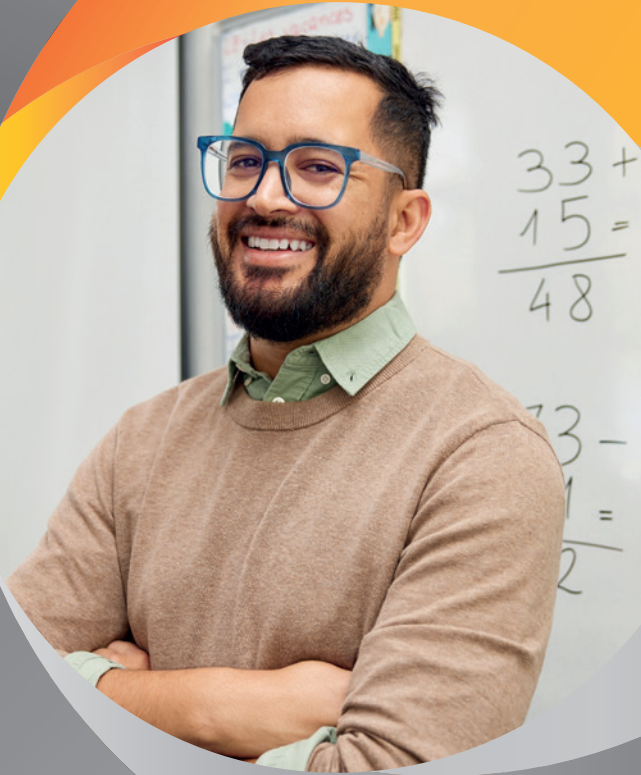
**Clients Achieved Licensure or Certification**

With expert, hands-on support, our clients successfully achieve licensure or certification in their regulated fields, demonstrating the impact of WILL's trusted leadership in navigating accreditation processes.

**184**

**Clients Found Alternative Career Paths**

Beyond licensure, WILL champions system-level change in credential recognition and supports clients in exploring alternative career pathways. Through strategic guidance and skills-matching, our highly skilled clients transition into meaningful roles that leverage their transferable talents, ensuring their potential is not only recognized, but realized.



This is just to let you know that I passed the interview, completed all the training within TVDSB and did my first job as a substitute teacher last Friday...

Thank you very much for your help and support during this process, you have played a determining role in my success and professional development.

– WILL Client,  
2024-2025



Creating strong, inclusive connections between employers and job seekers is central to our mission of building equitable employment opportunities across Southwestern Ontario. Through trusted partnerships with employers, WILL Employment Solutions equips clients with insight into workplace culture and expectations, well beyond the job description. This dual-focus approach ensures both job seekers and employers have the tools and resources to achieve success, laying the foundation for long-term, meaningful employment. Continued investment in this work enables us to scale impact, drive retention, and build more inclusive workplaces across the region.

**637**

#### Clients Connected to Field-Aligned Opportunities

WILL actively markets newcomers to employment opportunities that aligned with their skills, experience, and professional goals. By promoting newcomer talent directly to employers, we help bridge the gap between international qualifications and Canadian labour market needs, supporting meaningful, career-relevant placements.

**435**

#### Employers Engaged in Recruitment Support Services

Employers across Southwestern Ontario are increasingly committed to improving hiring and retention practices. To achieve their goals, businesses across the region partner with WILL to access recruitment support, participate in inclusive hiring initiatives, and build more equitable workplaces through learning in areas such as intercultural competency, equity, and anti-racism.





**171**

### Employer Representatives Gained Insight into Newcomer Talent

Employer representatives deepen their understanding of the unique skills, global experience, and potential that newcomers bring, while fostering more informed and inclusive hiring practices.

“ I appreciate the program’s dedication to improving clients’ job readiness, and I hope this initiative continues to benefit others as much as it has helped me. – WILL Client, 2024-2025 ”

**130**

### Employers Took Action to Foster Immigrant Inclusion

Employers enhance their workplace practices by introducing more inclusive policies, supports, and onboarding strategies to better position immigrant employees for success and long-term growth.



**Champion**

**Libro**  
CREDIT UNION

**WILL Leaders:**  
40th Celebration

**Cognition+**

**dt DOUG TARRY HOME**

**Jones**  
HEALTHCARE GROUP  
Packaging the Future of Healthcare

**ONTARIO PLANTS**

**Poly[Analytik]**

**voyago** | **transdev**  
the mobility company



WILL Employment Solutions toasted our 40th milestone with a Celebration and Annual General Meeting at Boler Mountain in London, Ontario.





We were delighted to welcome almost 150 guests including our great community partners, talented former clients, dedicated Board of Directors, and our exceptional staff. Special thanks to all our volunteers and WILL Sponsors for a wonderful evening!



# WILL CELEBRATES OUR LONDON COMMUNITY

We understand that employment is one piece of the puzzle for newcomers and that we are part of a holistic approach to support them in finding commensurate employment.

In this spirit, WILL staff choose to fundraise each year in support and appreciation for our colleagues in the social impact sector. Together, we are making a true difference for newcomers to Canada.

The WILL Award was created to recognize an individual, group, or company that demonstrates a significant contribution to newcomer job seekers by reflecting the core principles of WILL: Welcoming, Innovation, Learning, Leadership.

## The **2024-2025 Recipients** of the **WILL Award** is:

**Jill Tansley** and **Basma Mohamed**



The Anne Langille Legacy Fund was created in 2014 in memory of WILL's long-standing Executive Director and Founder, Anne Langille. To honour Anne's legacy of community engagement and dedication to supporting newcomers to Canada, WILL is privileged to select a fellow charity / non-profit that reflects Anne's lifetime of achievement.

## The **2024-2025 Recipient** of the **Anne Langille Legacy Fund** Award is:



# Financials

## WIL COUNSELLING AND TRAINING FOR EMPLOYMENT

### CONSOLIDATED STATEMENT OF FINANCIAL POSITIONS

excerpts as of March 31, 2025

ASSETS	2025	2024
<b>Current</b>		
Cash and short-term investments	2,025,456	2,556,354
Accounts receivable	959,544	851,795
Prepaid expenses	36,648	52,787
Due from The Skill Centre	118,202	131,721
	<b>3,139,850</b>	<b>3,592,657</b>
Capital Assets	1,111	1,479
<b>Total Assets</b>	<b>3,140,961</b>	<b>3,594,136</b>

#### LIABILITIES AND NET ASSETS

<b>Current</b>		
Accounts payable and accrued liabilities	65,320	39,124
Deferred Revenue	1,034,625	1,411,636
	<b>1,099,945</b>	<b>1,450,760</b>
Net assets	2,041,016	2,143,376
<b>Total liabilities and net assets</b>	<b>3,140,961</b>	<b>3,594,136</b>

#### OPERATIONS AND NET ASSETS for the year ended March 31, 2025

##### REVENUE

Operating grants/contributions	3,527,913	4,057,130
Other income	1,199,117	1,417,077
	<b>4,727,030</b>	<b>5,474,207</b>

##### EXPENDITURES

Amortization	368	499
Project administrative costs	1,610,392	2,256,309
Salaries and benefits	3,218,630	3,114,654
	<b>4,829,390</b>	<b>5,371,462</b>

<b>Excess of revenue over expenditures</b>	(102,360)	102,745
Net assets, beginning of year	2,143,376	2,040,631
Net assets, end of year	<b>2,041,016</b>	<b>2,143,376</b>

**Changing  
how immigrants  
find jobs**

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**[willemployment.ca](http://willemployment.ca)**