

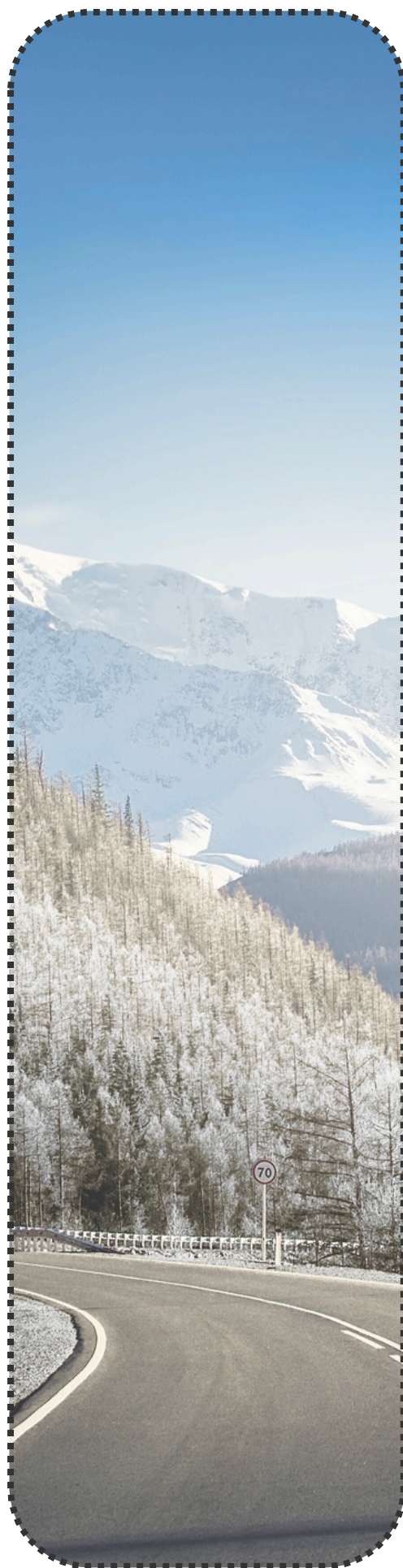
2024 - 2025 Annual Report Social Enterprise for Canada (SEC)



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Thank you!	



Message from the CHIEF EXECUTIVE OFFICER

Our Values

We practice kindness

Recognizing kindness as the foundation of truth and reconciliation, those who work at SEC establish and maintain mutually respectful relationships with each other and with all people who engage with SEC, affirming the dignity, strength, and value of each person

We find solutions together

SEC functions as a team; both with fellow staff members and those who use our services. The synergy of teamwork enables the surfacing of innovative and achievable solutions to the issues and challenges we face together.

We look for ways to do things better

SEC continually seeks to improve its services and impact through thoughtful, positive innovation and collaboration with like-minded groups and social entrepreneurs to forge a society where everyone belongs and is empowered to contribute.

We build trust

The strength of SEC is found in each person contributing to the whole and practicing open, transparent communication that facilitates trust, fairness, and commitment to shared goals.



Organizational Readiness

Our theme for 2024-25 focused on ensuring our systems and culture are positioned for change and for growth. We continued our quest to (1) better coordinate our systems and structures; (2) grow a positive internal culture and external perception; (3) strengthen our financial and IT infrastructure, and (4) rally around a clear and compelling purpose and vision.

Changes included migrating our exchange to MS365 and updating our telephony. We implemented a hugely successful Canada Summer Jobs program with six youth whose feedback on their experiences were both informative and truly encouraging. Our values are taking hold as managers lead bi-monthly meetings that include reflections on how we are working. We presented our AI pilot project on international credential recognition to six different conferences. Our board of directors grew to seven highly talented and committed members.

Little did we anticipate just how unprecedented a time we were heading into and how these priorities position SEC well to navigate the uncharted territory ahead of us.

In October we learned that the federal government was reducing immigration targets and with that, funding for programs to support immigrants. We've had to revisit our systems and structures while commit to supporting positive narratives amidst an increasingly polarized society. The mercurial growth of AI worldwide confirms that we are on the right track in seeking to ethically leverage this technology. And amidst increasing global uncertainty, our attention is focused on leveraging the capacities and strengths of our programs and departments to address the emerging and changing needs in our communities.

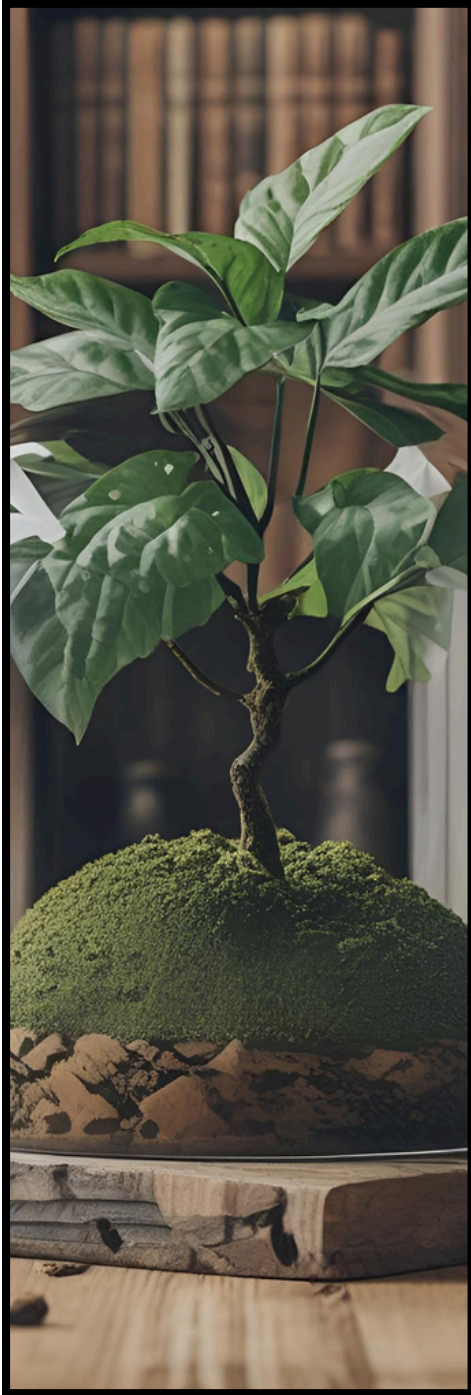
Our guiding metaphor for leadership is "Canoeing the Mountains."¹ The image speaks of the need for adaptive leadership needed for navigating uncharted territory. Such leadership is committed to living out our core values, to promoting innovation, and to enabling and empowering our staff is key to energizing our teams to accomplish our shared mission in this tumultuous world. I trust you will find evidence of these commitments throughout this report.

Darcy MacCallum

Chief Executive Officer (CEO)
Social Enterprise for Canada

¹ "Metaphor inspired by Tod Bolsinger's adaptive leadership model in "Canoeing the Mountains"

Company PROFILE



Social Enterprise for Canada (SEC) is a not-for-profit, registered charity delivering compassionate, purpose-driven services across Family, Youth and Children's Services, Newcomer Services, and Program Development.

Founded in 1987 as the Vaughan Neighborhood Support Centre, SEC was created by community leaders and second-generation newcomers to address service gaps and barriers. From its beginnings offering space to local agencies and launching interpretation services, SEC has grown into a regional leader in innovative, sustainable service delivery.

Today, SEC is the sole shareholder of Social Enterprise Canada Inc. (SECC), a for-profit corporation that operates Bridge Translations and Bridge Solutions. In 2002, we became the first Canadian charity to own a for-profit business, maintaining transparency and clear separation between enterprise and charitable work.

Revenues generated through SECC help fund under-supported programs, offset administrative shortfalls, and expand services to vulnerable communities. This unique model allows SEC to remain resilient and responsive—less reliant on traditional funding and more focused on impact.

Our motto, "Building business, enriching lives," reflects our commitment to using enterprise as a tool to support community well-being and meaningful change.

Vision & *Mission*

Vision

We envision a community that exemplifies Canadian values, where all people realize their full potential and have the opportunity to belong in, and contribute to, a prosperous and inclusive society.

Mission

The SEC promotes integration and equity for diverse populations in need through promoting community development and providing direct human services for unmet needs.

The SEC is committed to igniting community development and providing tailored human services to meet the evolving needs of Canada's diverse population by creating pathways for professional and personal growth, especially for newcomers, and by leveraging our expertise to promote a future where every individual has the opportunity to thrive and contribute to a dynamic and cohesive society.



MEET OUR SENIOR LEADERSHIP TEAM



Darcy MacCallum
CEO



Leisa Nunes
Senior Director,
People and Culture



Ian Ritchie
Senior Director, Immigrant
Services and Business
Development



Eric Chen
Senior Director, Finance



Carol Taun
Senior Director,
Early Years Services



Ying Lu
Director,
Family Justice Services



Ajlal Haider
Senior Director, IT

People & CULTURE

Canada Summer Jobs Program

In May 2024, Social Enterprise for Canada (SEC) was fortunate to have been approved for 6 positions through the Government of Canada's Canada Summer Jobs Program which provides wage subsidies to support employers to create quality summer work experiences for youth aged 15–30 years.

We're thrilled to share the tremendous success of our Inaugural Canada Summer Jobs Speed Interviewing Event held on May 31, 2024 at the Newmarket Welcome Centre. It was absolutely amazing. We had over 20 students attend in person, and many interviewed for more than one position. As a result, we successfully filled all Canada Summer Job opportunities.

The students who participated truly exceeded our expectations. Their confidence, skills and enthusiasm were nothing short of inspiring. It was enlightening to witness such a diverse group of youth showcasing their skills and potential.

This event not only highlighted the remarkable talent in the community, but also helped us to see the pivotal role SEC plays in promoting opportunities for youth. By providing this type of platform, we are actively contributing to the personal and professional growth of youth in York Region. Our hope is that this event will help to reinforce SEC's potential as a leading organization dedicated to developing talent and creating opportunities for the next generation.

Our goal is to continue building on the success of the event, creating more opportunities for youth in the future.



Employee Engagement Pulse Results

After a season of significant organizational change at SEC, and changes brought about by the COVID-19 pandemic and its impact on the culture of work, SEC's leadership (including the Board of Directors) wished to assess the current state of employee engagement and develop a plan to foster increased engagement and job satisfaction among SEC's employees.

In 2023, We partnered with a wonderful agency called Logical Outcomes to design and facilitate a robust consultation process, that ended with an employee survey.

Logical Outcomes analyzed the survey and interview data, and shared key findings and recommendations for concrete action. The survey was completed in late 2023, and findings were presented in January 2024. The survey broke down results in two areas, Employee Engagement and Workplace Wellbeing.

The survey results at the time showed that we had work to do. We went to work, with implementing new programs, enhancing services, and practicing open and transparent communication between staff and leadership. We're happy to advise that our 2024 Employee Engagement Pulse Survey indicated significant improvement. Our Employee Engagement Index increased from 71% to 88% indicating an engaged workforce, and our Workplace Wellbeing Index indicated a healthy work environment increasing from 72% to 85%.

These results are a powerful representation of what we can achieve together. We are proud of the progress made, and still remain deeply committed to building an even stronger, inclusive, more supportive workplace for all.



Leisa Nunes, Senior Director, People & Culture

SUPERVISED PARENTING TIME

Peel and York Region

Operating since 1992, the Supervised Parenting Time Program was established through SEC's involvement in the Ministry of the Attorney General's Supervised Access pilot project. The program serves families across Peel and York Region, supporting children aged 0 to 17 through periods of separation, conflict, and transition.

This program plays a crucial role in ensuring child safety, supporting emotional well-being, and fostering family stability. By offering a safe, neutral, and child-focused environment, we help children maintain meaningful relationships with parents or extended family when unsupervised contact is not yet appropriate. Services such as supervised parenting time, exchanges, and virtual visits provide essential structure and support during some of the most difficult transitions families face.

TOTAL NUMBER OF	PEEL REGION	YORK REGION	TOTAL
GENERAL INQUIRIES	134	180	313
REQUEST FOR SERVICES	124	86	210
FAMILIES SERVED	83	50	133
VISIT	379	225	604
EXCHANGE	189	39	228
VIRTUAL VISIT (YORK ONLY)	N/A	96	96
INTAKE MEETING	88	54	142
CHILD ORIENTATION	38	31	69
UNIQUE ADULT SERVED	219	129	348
UNIQUE CHILDREN SERVED	91	77	168
REPORT COMPLETED	71	75	146



WELCOME CENTRE IMMIGRANT SERVICES

The Newmarket Welcome Centre offers social and cultural integration programs, helping clients feel part of the community and understand their rights and responsibilities. Approximately 25,000 visitors attended the centre last fiscal year. Full-time LINC day language classes are at capacity with long waitlists, while part-time evening classes are also full. ESL night classes have not returned due to budget constraints. Information sessions covered various topics, including safety, mental health, and job-seeking skills.

Events included employment workshops, cultural celebrations, and a successful collaboration with EarlyON Newmarket for children's programs. A notable event, First Responders Week, featured presentations and equipment tours from local emergency services, leading to plans for it to become an annual occurrence at the centre.

Highlights for Fiscal Year 2024-2025:

- Assisted over 1,450 new clients
- Facilitated 3,936 appointments with Associate Partners.
- Conducted 963 language assessments.
- Provided 26 information and orientation sessions for students.

Events to remember 2024 - 2025

First Responders Week



Celebrating our team member's citizenship

Art Workshops
Royal Rose Art Gallery



Remembrance Day



Seniors' Expo

Mental Health Day



The Mobile Unit Impact Report



The SEC Mobile Unit actively participated in collaborative tables to advance service integration and strengthen community partnerships:

Northern Building Partnership Table

- Led by York Region's Social Services Branch, this initiative supports service coordination among agencies to better serve mutual clients.

Simcoe Muskoka Skillforce Roundtables

- Participated in three sessions focused on strengthening referral pathways and building networks across social service and community sectors.

The Mobile Unit delivered workshops to support cultural understanding and social connection for newcomers. Topics included:

- 🇨🇦 Canada Day Trivia
- 🎃 Halloween Traditions
- 🇺🇸 Remembrance Day Exhibit & Tour
- 🧥 Dressing for Winter

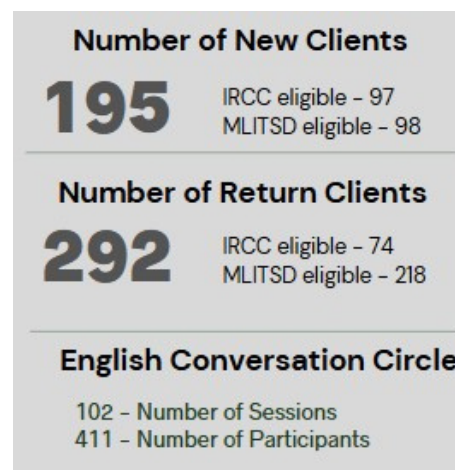
Additionally, staff supported the Simcoe County Week of Welcome, providing direct services and outreach during Barrie-area events.

Expanding English Conversation Circles (ECC)

A new hybrid ECC program launched at the Wasaga Beach Public Library, blending in-person and virtual formats to enhance accessibility. This model has been well received by clients and offers flexibility for those facing transportation or scheduling challenges.

- In-Person ECCs continued in Orillia and Keswick.
- Virtual ECCs were available Monday and Thursday evenings.

💡 Hybrid service delivery is a growing model that supports equitable access to language learning opportunities.



📈 These figures reflect continued growth in both outreach and impact.

Fostering Inclusion, Strengthening Communities

Empowering Internationally Trained Professionals

The Accreditation and Qualification Information Services (AQIS) program supports internationally trained professionals in exploring career options and obtaining foreign credential recognition in Canada. Through personalized one-on-one sessions, portfolio workshops, forums, and information sessions, AQIS helps clients set clear goals and navigate licensing pathways with confidence.

In 2024–2025, the program successfully provided sustained, individualized support to clients as they progressed through complex accreditation and career transitions. A featured success story in this report highlights how ongoing guidance from AQIS staff made a lasting impact on a client's professional journey.



While celebrating these successes, the program recognizes that our clients represent a critical gap experienced by newcomers. Many clients arrive in Canada unaware of licensing requirements, causing delays in career planning. AQIS is currently designed to address this need after people arrive in Canada. We are exploring how our services can be developed to enable AQIS to provide prospective immigrants with critical information before they arrive. (This is a major focus of the AI project described below.) Our hope is that eventually AQIS will be able to equip clients with accurate, profession-specific information before arrival, helping them start the licensing process sooner, access support faster, and experience more successful integration into the Canadian workforce.

The AQIS team successfully assisted **1,712** internationally educated professionals through one-on-one appointments, surpassing the target by **32%**.



Accreditation forums are virtual events for Internationally Educated Professionals (IEPs) to engage with regulatory bodies, bridging programs, and educational institutions. They address topics like credential assessment and post-secondary education options. The team held **35 sessions**, exceeding targets by **17%**, with **604 participants**, surpassing goals by **51%**.

Topics Covered:

- Education/Credential Assessment
- Healthcare
- Trades & Construction
- Business & Finance
- Engineering

For the 2024–2025 year, under the MLITSD funder the AQIS team provided one-on-one appointments for **561 clients**, achieving an impressive **143%** of the set target. Additionally, the team conducted **23 group sessions**, surpassing the target by **15%**.

The Journey of “TheSmartPath.AI” From Curiosity to Transformation

When we first embarked on the “SmartPath.AI” project, we were driven by a simple yet profound question: How can we better support AQIS clients and staff using the power of artificial intelligence? At the time, AI felt like a black box—full of promise, yet unfamiliar. Our team was eager but cautious. We didn’t fully know what AI could do for us—but we were determined to explore.

In the early days, we started with listening. We collected requirements, mapped out user journeys, and imagined possibilities that could help clients navigate their support paths with more ease, clarity, and personalization. It was a process of discovery—of translating real-world pain points into digital opportunities.

From there, we took a brave step forward: building a Proof of Concept. Collaborating closely with a vendor, we created a prototype that brought our ideas to life. We saw AI generating personalized action plans from our archive, scraping useful resources, and learning how we could support staff without replacing them. The result was hopeful.

What began as cautious exploration evolved into strategic innovation. We could visualize how AI, when properly guided, could reduce timelines and maximize meeting times, enhancing human touch, not replace it.

Our clients, many of whom come to the AQIS program at vulnerable times in their lives, are at the center of this evolution—helping us test, refine, and humanize the platform every step of the way. Now, we stand at a pivotal moment with the vendor-developed model nearly finalized, “TheSmartPath.AI” is no longer just a concept—it’s a product on the brink of becoming a transformative tool. We’ve built a client-friendly portal that simplifies intake and registration, we’ve integrated oversight workflows to ensure ethical and accurate AI outputs, and we’ve planned for a culture of collaboration, feedback, and continuous learning.

This journey will not only elevate our services—but showcase our capacity to successfully position our organization in an amiable position in digital transformation. We’ve presented at conferences, shared our learnings, and inspired others in our and related sectors to see what’s possible when technology meets compassion.

This is more than an AI tool. It’s a testament to what thoughtful innovation can achieve. We are not just scaling a platform—we’re elevating human potential through technology.

We are actively seeking how to bring TheSmartPath.AI to life to assist new immigrants who needs a clearer path forward, integrate into the Canadian system.

COMMUNICATION CENTRE

WHERE EVERY VOICE FINDS A WAY FORWARD

The Communication Center is a vital bridge between newcomers, services, and communities across all Welcome Center locations. As the first point of contact for thousands of individuals, our multilingual, compassionate team, many of whom are former clients themselves, provide support grounded in empathy and lived experience.

Core Services Include:

- Information & Referrals to programs and community services
- Appointment Scheduling across Welcome Center programs
- Translation & Interpretation in multiple languages
- Support & Navigation through sensitive and urgent client needs

In 2024–2025, the Center responded to **36,334 calls**; more than double the IRCC-funded target (16,087) and provided **2,537 interpretations**, far exceeding the IRCC allocation of 573.

This significant volume demonstrates the critical demand for our services and the Center's role in ensuring equitable access for newcomers.

Investing in Innovation

To better serve clients and meet growing needs, the Communication Center implemented two major technological upgrades:

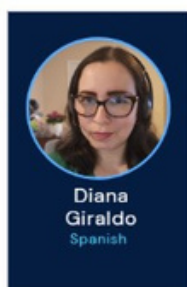
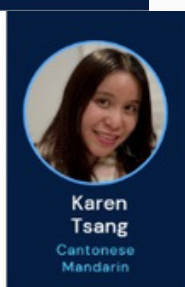
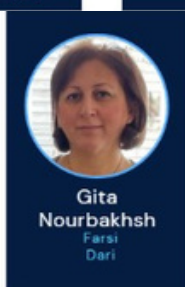
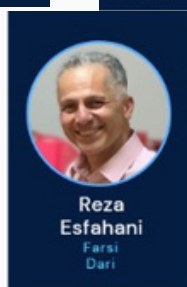
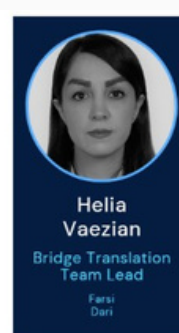
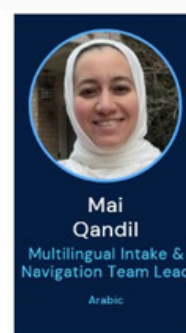
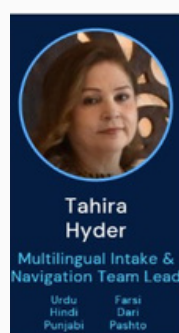
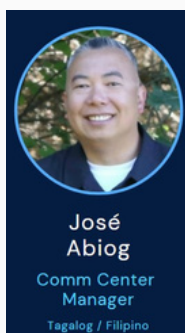
- A modernized Cisco phone system, improving call routing, quality assurance, and remote service capacity
- A new Welcome Center Database (WCDB), streamlining bookings, enhancing data reporting, and enabling seamless coordination across locations

These advancements have significantly improved service delivery, responsiveness, and client satisfaction.

Driven by SEC's Core Values

Kindness, Collaboration, Innovation, and Trust, the Communication Center continues to lead with heart and purpose.

The team remains committed to ensuring that every newcomer is welcomed with dignity and respect, every voice is heard, and every need is addressed.



LANGUAGE THAT CONNECTS. SERVICE THAT CARES

Bridge Translations operates as a reliable language service unit within Social Enterprise for Canada (SEC), focusing on dismantling language barriers and promoting clear, culturally sensitive communication. We offer top-notch interpretation and translation services that facilitate access to essential programs, services, and information across various communities.

Our team of interpreters and translators embodies the diversity of the communities we serve. Many of our professionals are newcomers themselves—individuals who once relied on these very services to navigate their new lives in Canada. Today, they utilize their skills and compassion to uplift others, ensuring that language serves as a bridge rather than a barrier.

- Interpretation Services: Available in-person, over the phone, and via video. We support healthcare, legal proceedings, social services, housing, education, and more.
- Translation Services: Precise, culturally aware translations for documents such as legal forms, identification, medical records, promotional materials, and community resources.
- Specialized Support: Our interpreters are trained to manage sensitive topics with professionalism, confidentiality, and care, including trauma-informed approaches.

Enhanced Access Through BoostLingo

We take pride in utilizing BoostLingo, a premier interpretation platform that simplifies access to our services. With BoostLingo, clients and partners can:

- Instantly connect with interpreters via phone or video
- Schedule sessions with just a few clicks
- Track requests and receive usage reports for effective planning and transparency
- Enjoy a seamless, user-friendly experience tailored for both urgent and ongoing needs

Whether you're a community organization, healthcare provider, legal service, school, or business, BoostLingo enhances your connection with Bridge Translations—offering convenience without compromising quality or care.

Bridge Translations has embraced digital engagement to better connect with the communities we serve. Through targeted initiatives and an active social media presence, we are strengthening relationships with service providers, raising awareness about the significance of language access, and showcasing the real impact of our work. From service updates to community education, our expanding online platform enhances visibility, accessibility, and trust in our services.

Why Choose Bridge Translations?

Multilingual Excellence:

- Services available in over 30 languages – and counting.

Cultural Understanding:

- Interpreters who grasp the nuances beyond mere words.

Client-Centered Approach:

- Services tailored to meet the unique needs of individuals and organizations.



EarlyON

Aurora, King and Woodbridge

Achievements and successes in infrastructure support effective program implementation. Aligning with SEC's values, recent accomplishments include:

Community Engagement: Hosted six EarlyON Outreach booths at various locations to connect with families and ensure equitable resource access. Participated in Discover Kindergarten events to strengthen community ties.

Learning Documentation: Initiated efforts to make learning visible through documentation, fostering reflection and shared learning. Educators are using Storypark, displaying documentation creatively, and integrating Continuous Quality Improvement (CQI) into practices.

Outreach Capacity: Established a dedicated Outreach role to enhance community connections and promote EarlyON as an inclusive family hub, demonstrating trust and empathy in serving families.

Coordinated Systems and Structures enhance collaboration through clear communication, defined roles, and technology use. Key initiatives include:

EarlyON Staff Manual Development: Creating a manual to establish consistent practices, improve communication, onboarding, and accountability.

Parent Surveys Revision: Updating feedback tools to gather families' perspectives and inform future planning with data-driven insights.

Collaboration with the Welcome Centre: Partnering to create workshops that support newcomer families' integration and well-being.



Positive Internal Culture: Fostering a values-driven workplace to empower staff and enhance support for families.

Building Capacity: Training staff in parent support programs like Rainbows and Triple P, with quarterly collaborative sessions for ongoing professional growth.

Reflective Practice: Engaging in group sessions to promote open dialogue, creative problem-solving, and self-reflection, reinforcing a culture of continuous learning and empathy-driven innovation.



External perception reflects an organization's reputation and brand identity.

Family Support Programs: Partnering with Blue Door at Staybridge Hotel to support underserved communities and launching outreach in the Charles Darrow Co-op Community to assist families facing access barriers.

Parenting Support: Staff conduct weekly Triple P (Positive Parenting Program) sessions to build confidence and strengthen parent-child relationships, reinforcing SEC's role in family well-being.

Community Engagement: Collaborating with local organizations to address service gaps and enhance community support.

Professional Connections: Engaging experts, including York Regional Police and health professionals, to provide valuable resources and workshops for families.

	Aurora	King	Woodbridge	Total 2024
Unique Children	1241	819	1802	3862
Visits Children	8904	4056	12362	25322
Unique Caregivers	1336	804	2010	4150
Virtual Children	901	381	744	2026
Virtual Caregivers	939	381	670	1990
Program Offered	1407	890	1531	3828

Social Enterprise for Canada (SEC)

Licensed and Regulated Childcare

This year, our Licensed and Regulated Childcare Programs continued to deliver high-quality, inclusive, and developmentally responsive care to children and families across our communities. Rooted in a commitment to excellence, our programs provided safe, engaging, and nurturing environments that supported children's early learning and overall well-being.

A key highlight of the year was our investment in professional development. Many staff participated in training on Positive Early Childhood Education (PECE), deepening their understanding of evidence-based strategies that foster positive behaviour, build strong relationships, and support emotional regulation in young children. In addition, our teams engaged in Program Statement Implementation Training, reinforcing our shared vision and ensuring alignment with the Ministry of Education's pedagogical approaches and regulatory requirements.

We also strengthened collaboration across service areas by partnering with our internal EarlyON Child and Family Centre staff to co-host parenting support workshops. These sessions created valuable opportunities for families to access expert-led guidance, share experiences, and build stronger connections within the community.

Throughout the year, our educators continued to prioritize meaningful engagement with families and local schools, working together to ensure smooth transitions, consistent communication, and inclusive practices. Our commitment to continuous quality improvement, regulatory compliance, and child-centred programming remains at the heart of everything we do.

Before & After School Programs in Newmarket, Vaughan and Thornhill supported **210 children and families**. Care for Newcomer Children Programs in Newmarket and Vaughan Welcome Centers supported **53 children and families** to attend language classes and services at the Centres.



The purpose and vision clarifies why the program exists and what it aims to achieve, emphasizing the importance of each staff member's contribution to the mission. To foster a shared vision, SEC implemented Continuous Quality Improvement (CQI) sessions for the EarlyYears team, facilitating structured reflection and goal setting. Together, the team:

- Examined practices for growth opportunities.
- Developed shared CQI goals aligning with program needs and aspirations.
- Committed to reviewing goals at each meeting for accountability and progress.

IT DEPARTMENT

This past year has been a transformative one for the IT department. We successfully modernized our infrastructure, embraced a hybrid cloud approach, enhanced our cybersecurity posture, and improved collaboration tools across the organization. These changes were carried out with minimal disruption and strong coordination across departments, allowing us to deliver a secure, agile, and future-ready IT environment for Social Enterprise for Canada, including the Welcome Centre.

Key Accomplishments for 2024-2025

Cloud & Productivity Modernization

- Transitioning our email services to the Microsoft 365 platform to enhance security, accessibility, and collaboration
- All user mailboxes were successfully migrated from on-premises Exchange to Microsoft 365 Exchange Online, providing better reliability, storage, and access.
- Z Drive Migration to OneDrive
- We replaced the on-prem personal file storage drive (Z drive) with OneDrive, enabling staff to access their files from anywhere while improving data security and backup.
- Office Suite Upgrade to Office 365
- Legacy versions of Microsoft Office were retired and replaced with cloud-connected Office 365 apps across all user devices.

Telephony & Communication Transformation

- Migration to Webex Calling (VoIP)
- The entire on-premises phone system for both SEC and the Welcome Centre was replaced with Webex Calling, enabling cloud-based, flexible voice communication.
- Call Centre Migration to Webex Contact Center
- We completed a seamless transition from Cisco UCCX to Webex Contact Center with no downtime, improving support capabilities and enhancing remote operation.
- Cisco Jabber Retirement & MS Teams Rollout
- Jabber was retired, and Microsoft Teams became our unified communication platform. Staff were trained to use Teams for internal messaging, meetings, and calls (through the integration of Webex).



Collaboration Tools Deployment

- SharePoint Online Rollout and Training
- We introduced SharePoint Online as the new standard for shared departmental files, replacing legacy network drives. Training sessions and ongoing support were provided to ensure adoption.

Cybersecurity Enhancements

- Implementation of Cisco Duo & Cisco Secure Access
- We laid the foundation for a Zero Trust security model with the deployment of Duo for Multi-Factor Authentication and Secure Access for enhanced endpoint control.



Data Protection & Resilience

- New Backup Design Including Cloud Resources
- Our backup infrastructure was redesigned to protect both on-prem and cloud-based data, ensuring business continuity and improved disaster recovery.

IT DEPARTMENT

Core Infrastructure Upgrades

- Welcome Centre Exchange Server Upgrade
- The on-prem Exchange server for the Welcome Centre Newmarket was upgraded to maintain compatibility and ensure secure communication until future upgrades.
- Windows Server Upgrades
- All production servers across the organization were upgraded to the current, supported versions of Windows Server, strengthening performance and security.

Celebrating a Year of Progress

This year's success reflects the IT team's resilience, planning, and collaborative spirit. We executed multiple complex migrations simultaneously, without service interruptions, while continuing to support daily operations. Each project contributed directly to better security, flexibility, and efficiency for our staff and clients.

Looking Ahead

In the coming fiscal year, we aim to:

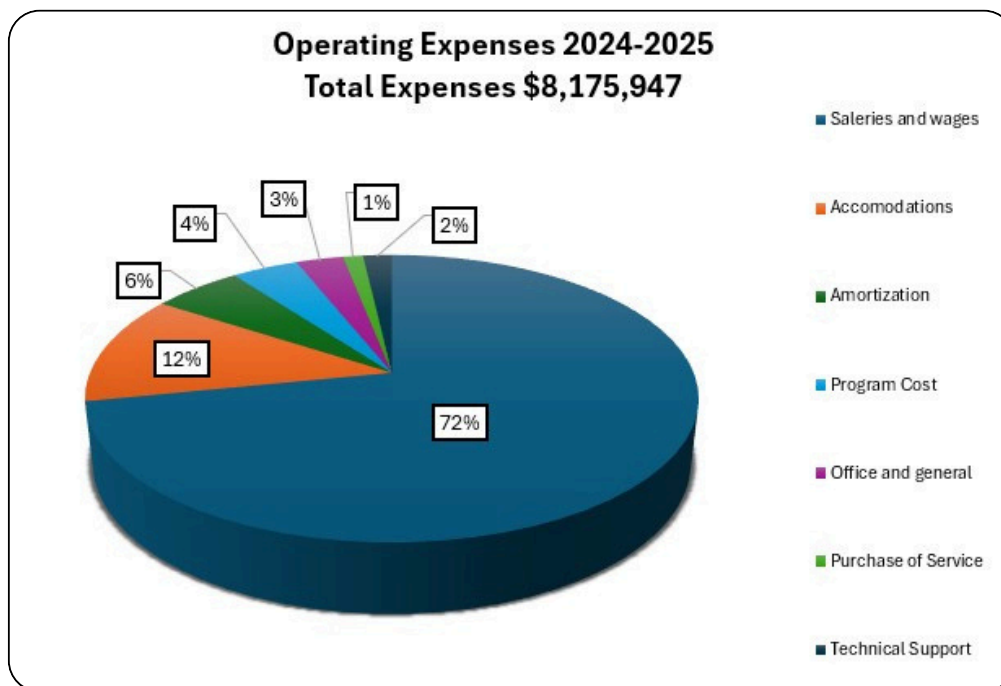
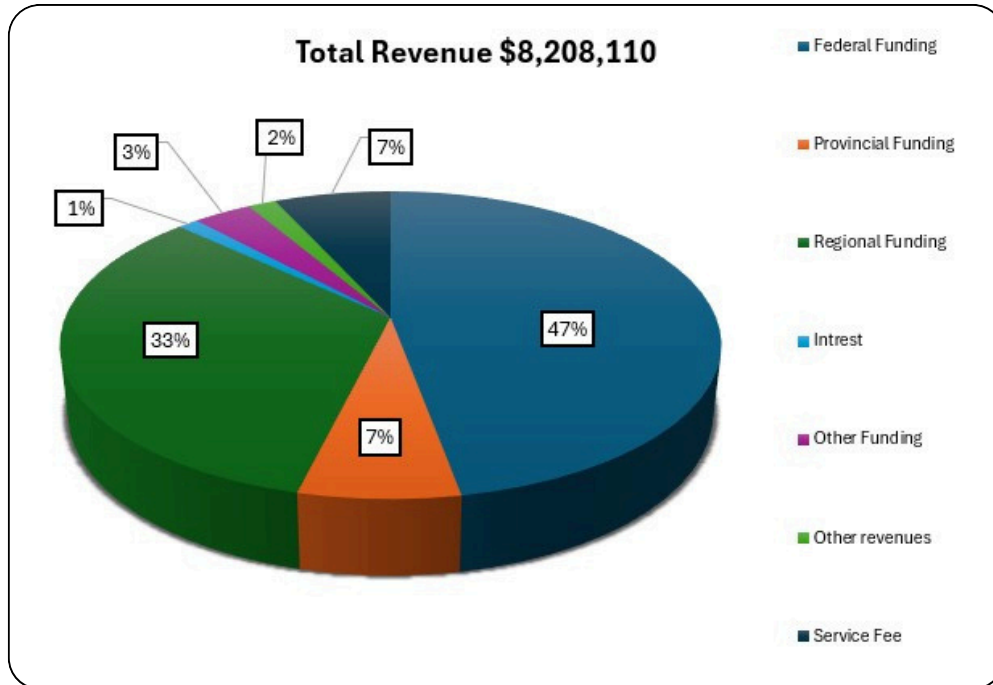
- Complete the migration of shared drives to SharePoint Online.
- Roll out an automated IT request and inventory tracking system.
- Expand staff training in Microsoft 365 tools to support digital fluency.
- Advance our cybersecurity strategy with user-level policy enforcement.
- Enhance connectivity, optimize network design and optimize the data centre.

Conclusion

FY 2024–2025 was a year of execution, delivery, and transformation. The IT department successfully positioned the organization for scalable, secure, and modern operations.

We thank all departments for their collaboration and look forward to another year of progress and innovation, together.

FINANCE REPORT



Feedback

"Thank you very much. It was truly a pleasure speaking with you on the phone. Your warm attitude and sense of humor really lifted my spirits — I truly appreciated the way you treated me.

I'm attaching the statement I made with the Legal Aid lawyer on that day, which includes details about the work I have done in my home country.

Additionally, I'm sending you my résumé and WES credential evaluation so you can kindly forward them to Dana ahead of our appointment. I hope this information will help her better understand my background and guide me in the best way possible.

It is my sincere wish to be useful and give back to Canada, and to all the kind people like you who have treated me with such respect and care."

"I hope this message finds you well. I want to take a moment to express my sincere gratitude for your patience and understanding during this challenging time following my father's passing.

Navigating this personal loss has been an emotional journey, and your support has meant the world to me. Whether it's granting me flexible deadlines or sending encouraging messages, your kindness has provided me with comfort and strength when I needed it most.

I truly value our professional partnership and appreciate the compassion and empathy you've shown during this incredibly difficult period in my life. It's a blessing to work with individuals who genuinely care for one another beyond the business realm.

I would also like to let you know that I am back in Canada, and I plan to resume our monthly visits.

Thank you once again for your understanding and support. I look forward to continuing our collaboration and hope to reciprocate the kindness you have extended to me."

A success story of a continuous effort and support from 2022 to 2025

"Client F, a medical doctor from Afghanistan and single mother of four, arrived in Canada in December 2021 with limited English skills. Referred to AQIS in April 2022, she received tailored support in career planning and credential recognition. After losing her survival job, she was encouraged to rejoin LINC and later connected to the ELT Healthcare program, boosting her English proficiency. Through AQIS and the Gateway program, she completed credential evaluation and explored healthcare career options. Understanding medical licensure would be a long-term goal, AQIS guided her toward immediate PSW opportunities. With AQIS support, she registered via the OPSWA Grandfathering program and secured work at CBI Health. As her confidence grew, F pursued sonography, receiving guidance on accredited programs and admission requirements. In 2023, she was accepted into a Cardiac Sonography program and, by 2025, became a licensed sonographer—continuing her journey toward becoming a physician."

Quote from the client:

"I'm really happy to receive this email. Sorry for the late reply. Actually, my reply was stuck in the outbox. I have graduated from college, I have membership of Sonography Canada, ARDMS and CMRITO now. I'm ready and looking for a job. The most influential part in this decision is your advice and support. You deserve a huge appreciation in this regard."



Feedback

Kindness and Emotional Support

"This place (staff and space) has saved my sanity and made me feel less alone. I am forever grateful! The staff shared so many resources about clothing, support, childcare, and offered emotional support. They are welcoming, caring, and empathetic."

"I cannot fully express how much the EarlyON programs have helped with my daughter's development and my postpartum journey. It is truly the most valuable. We are so grateful to have this available—and to all the staff!"

Innovation in Programming

"The teddy bear picnic at Kortright Centre was a wonderful opportunity for my child to explore nature and be creative. These kinds of events should be on the calendar more often! Thank you "

"The EarlyON program and the things they do for children—like changing toys regularly—have been very beneficial for my daughter. It gives children the opportunity to have fun and engage with a new world."

Trust and Welcoming Environment

"Centre is the best place for children to socialize and play. Staff make both children and caregivers feel welcomed!"

"This place is very welcoming and very clean. I loved bringing my son here. The staff are very nice and friendly!"
 "I am very impressed with everything about this program—from the space to the activities and resources. It is a joy to watch my grandson learn, socialize, and progress each week."

"The staff is very kind and approachable, and have been very encouraging, and we truly appreciate"

Collaboration and Community Connection

"I would like to meet other single moms because we can be there and help each other out. I've made close friends here. Thank you!"

The staff gave me Facebook groups for clothes, helped with child subsidy, and with preschool."

"I have attended since my oldest was 5 months. Over the past five years, I've made many friends here and always feel welcome."

These authentic voices reflect the real and lasting impact of SEC's values in action, affirming the purpose, quality, and heart of our programs



Creating Shared **VALUES**



Staff Appreciation Event 2024

In 2024, the SEC team united under new leadership to commemorate their achievements and establish a foundation for the forthcoming year. The adage, “the organization that works together, stays together,” resonated throughout the event, emphasizing the strength derived from the team’s unity and collaborative efforts.



Mrs. Claus program

We have supported 46 families in York Region this holiday season through our Gift of Holiday Spirit Campaign, raising a grand total of \$30,000.00!



Creating Shared **VALUES**

Christmas Party



Lunar New Year Celebration



Birthday Celebrations



CPR and First Aid Training



OTF GRANT FROM THE ONTARIO GOVERNMENT

In spring 2024, Social Enterprise for Canada (SEC) received a \$200,000 Resilient Communities Fund grant from the Ontario Trillium Foundation, significantly impacting SEC's organizational development and community services. The funding enhanced leadership capacity, supported comprehensive coaching and training, and upgraded technological infrastructure for better virtual connectivity. Additionally, the grant funded staff training on cyber security and helped offset operational costs, allowing SEC to focus on impactful community programs.

Serving over 95,000 individuals annually, SEC offers various services aimed at fostering inclusive communities. The Ontario Trillium Foundation invested over \$110 million in community projects in 2023 to support resilient organizations like SEC.



MPP Dawn Gallagher Murphy with SEC management team



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

THANK YOU

SPONSORS AND FUNDERS

We express our deep gratitude and genuine appreciation for your steadfast support throughout our journey. Your trust and commitment have been crucial in helping us serve our communities effectively and create a meaningful impact. As we progress on this shared path, we eagerly anticipate the future, bolstered by your unwavering support. Together, we will confidently move forward, prepared to tackle challenges and embrace opportunities, all while staying true to our mission and values.

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 **York Region**