

ADULT LEARNING CENTRES HALTON



Annual Report 2024-2025

ALNH.CA
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Literacy North Halton, 72 Mill Street, Suite 206, Halton Hills, ON L7G 2C9

ADULT
LEARNING
CENTRES
HALTON



This Employment Ontario program is funded in part by the Government of Canada and the Government of Ontario.

The EO Service Promise is to:

- Deliver the highest quality of services and supports to help individuals and employers meet career or hiring goals;
- Provide opportunities for individuals to improve their skills through education and training;
- Ensure that individuals get the help they need at every Employment Ontario office; and
- Work with employers and communities to build the highly skilled and educated workforce Ontario needs to be competitive.



**United Way
Halton & Hamilton**

Improving Lives Locally

Literacy North Halton, operating as Adult Learning Centres Halton, is a United Way Halton & Hamilton Supported Agency.

Donors and Supporters

- St. Alban the Martyr Anglican Church
- Denise Dilbey
- Kevin Campbell
- Shiny Mathew
- Dale and Dave Cox
- Joanne Gilewski
- Ami Gopal
- Jodie Mandarino
- Barbara McKane
- Karen and Dave Turner



Literacy North Halton is a non-profit, registered charity 107782609-RR0001, funded in part by the Ministry of Labour Immigration, Training and Skills Development, and is a United Way Halton and Hamilton supported agency.

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-  **5 Halton Communities**
 -  **6 Literacy and Essential Skills Programs**
 -  **35 Volunteer Tutors, and Instructors/Trainers**
 -  **64 Program Sessions**
 -  **474 Adult Clients**

Mission

Empowering Learners to Reach Their Full Potential

We provide local, high-quality literacy and essential skills instruction to adults in support of their personal goals for independence, employment, and further education or training, particularly to those most in need.

Programs

Our ALNH programs focus on communication, reading, writing, numeracy, digital literacy, and employability skills through various small group classes and one-to-one support.

Basic Literacy & Academic Upgrading

- RSW+ Adult Tutoring: One-to-one and volunteer tutor-led, small group sessions focusing on foundational literacy skills – communication, reading, writing and numeracy – up to grade 8 level.
- ACE Academic and Career Entrance: A partnership program with Sheridan College, offering grade 12 equivalency credits in English, Math, and Sciences for adults planning for college entrance or apprenticeship.
- CAEC Test Prep: The Canadian Adult Education Credential Test is a high-quality, high-school equivalency credential which replaces the GED® Test. LNH provides test preparation support in reading, writing, and mathematics.

Job-ready & Essential Workplace Skills

- CSW Computer Skills for Work: Volunteer tutor-led, small group sessions covering digital literacy, foundational computer skills, and business communication and numeracy.
- HSW Essential Skills for Healthcare Support Worker Employment: Instructor-led sessions providing essential job-ready skills and in-demand industry certifications for support jobs in community home care and long-term care.
- SWS Skills for Work Success: Trainer-led sessions focusing on employability soft skills and foundational career planning for next level, stable employment.

[ALNH.ca/programs](https://alnh.ca/programs)



Meet our Board of Directors

Denise Dilbey, Chair

Shiny Mathew, Treasurer

Bruce Catoen

Jodie Mandarin

Vivian Zhao

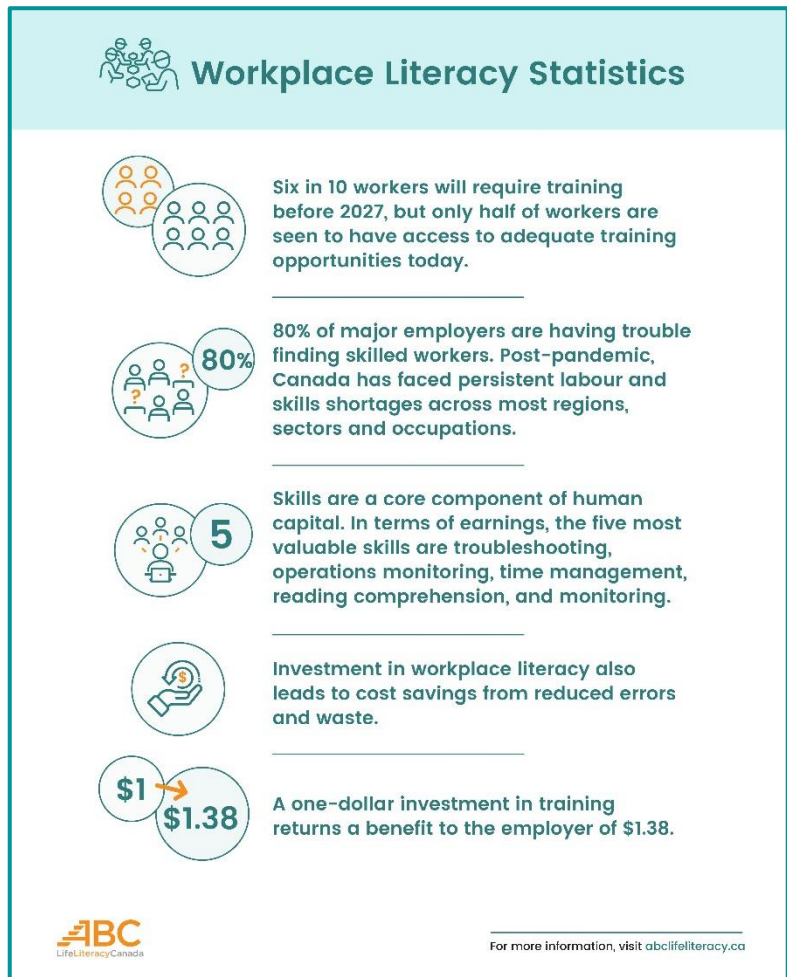
Scott MacKenzie - Scott joined the LNH board in 2024. He is RVP, Canada for Veritext Legal Solutions, where he leads the Canadian division of a multi-national legal services and court reporting company with offices in Ontario, BC, and Alberta. In addition to more than 20 years of functional leadership experience in Marketing, Sales Operations, Operations, and Customer Service, Scott holds an MBA from the Rotman School of Management at the University of Toronto. Scott is a certified mentor and is a Six Sigma Yellow Belt. He resides in Burlington, ON with his wife and two daughters, aged 11 and 9.

Emeka Onuoha - Emeka is an accomplished nonprofit executive and strategic leader with experience driving impact in health, social services, and community development in Canada. He has led complex organizations, managed multi-million-dollar budgets, and built high-performing, equity-focused teams rooted in equity, accountability, and innovation. A systems thinker and relationship builder, he brings strengths in governance, stakeholder engagement, and anti-oppression leadership. Emeka is passionate about advancing justice, inclusion, and sustainable change through values-based, collaborative leadership.



LNH BOD Member Jodi Mandarin
with our Scrabble® Social Winner

Natasha Nguyen - With over a decade experience in public education and a Master of Education, Natasha knows the systems behind effective programming and the barriers learners face. She believes everyone deserves access to education that builds confidence, develops skills, and opens doors. She is passionate about applying her expertise in education and nonprofit work to serve adult learners in Halton, the community she calls home.



Report from the Board Chair

On behalf of the Board of Directors of Literacy North Halton, operating as Adult Learning Centres Halton, I wish to express my heartfelt appreciation to our learners, instructors, tutors, volunteers, and staff. Their dedication and passion continue to be the driving force behind the success of our organization.

Commitment to Financial Stewardship

During Fiscal 2024–2025, the Board remained committed to its fiduciary responsibilities while focusing on financial sustainability to improve and expand services to the communities we serve. We owe a special thanks to the United Way Halton & Hamilton, local service organizations, and our donors whose generous support has enabled us to enhance essential skills programming across Halton Hills, Milton, Oakville, and Burlington.

Engagement and Outreach

We successfully hosted our annual Scrabble® for Literacy social event in partnership with Shan Abbasi of the Mississauga Scrabble® Club and the Halton Hills Public Library, which represents our dedication to community engagement and fundraising. We have also made important strides in rebranding and refreshing our corporate identity, with updates to our materials and website underway.



LNH BOD prepares for
UWHH Holiday Helping Hands

Stronger Governance and Board Development

Our governance has been strengthened by forming formal committees and adapting our By-Law to comply with the Ontario Not-for Profit Corporations Act (ONCA). The experience and commitment of our new and returning directors have been invaluable. We wish to sincerely thank volunteer director Bruce Catoen for his selfless service and significant contributions throughout the years.

Looking Ahead with Pride and Purpose

As we reflect on this past year, I am proud of what the Board has accomplished and have confidence in the opportunities that lie ahead. It is truly an honour and privilege to serve Literacy North Halton. With our dedicated team and committed stakeholders, I am certain that our organization will continue to grow, thrive, and make a lasting impact in the communities we serve.

Sincerely,

Denise Dilbey
Chair, Board of Directors
Literacy North Halton

Our ALNH Community



Our ALNH Community Partners

Centre for Skills Development

- Employment Services
- Immigrant Services

Sheridan College - Faculty CAPS

VPI Inc. Working Solutions, Georgetown

HCDSB Thomas Merton - Adult & Cont. Ed.

HDSB Gary Allan Learning Centres

YMCA Hamilton Burlington

Halton Hills Public Libraries

Milton Public Library

Burlington Public Library

Oakville Public Library

Nucleus Independent Living / Mississauga

Halton LHIN Regional Learning Centre

Halton Region, Services for Seniors

Acclaim Health - Home & Community Care

STRIDE - Supported Training/Mental Health & Addiction

Knox Presbyterian Church, Milton

Simcoe Muskoka WDB - Soft Skills Solutions®

Literacy North Halton is a member of:

Peel-Halton-Dufferin Adult Learning Network

Community Literacy Ontario

Community Development Halton & Volunteer Halton

Halton Hills Chamber of Commerce

Milton Chamber of Commerce

Report from the Executive Director

This past year has been one of growth, community connection, and impact at ALNH. Amid rising economic uncertainty and a growing demand for essential job-ready skills, our programs and service delivery expanded to meet the evolving needs of local adult learners.

Demand and Economic Trends

Program demand steadily increased throughout the year as economic challenges impacted employment. In March 2025 alone, Ontario lost 28,000 jobs, raising the unemployment rate to 7.5%. This underscored the need for flexible, foundational training that helps people adapt, upskill, and find meaningful work.

Reaching Underserved Groups

We saw growing participation from newcomers, who often face added employment barriers. Through inclusive, flexible programming, these learners are building skills and confidence to re-enter the workforce. Our hybrid and blended model supports diverse learning needs while building essential digital skills. Access to learning management systems, mobile apps, and micro-credential training has helped learners gain tools and certifications that are valued in today's job market. Identifying stable funding to cover credential costs remains a challenge.

Program Highlights and Expansion

A major milestone this year was the launch of our CAEC Test Preparation Program. With the GED® retired in Ontario, this initiative fills a critical gap, offering structured support in math, reading, and writing to help learners achieve high school equivalency. Awareness is still growing, but demand is rising quickly.

We have expanded significantly in south Halton, where demand continues to grow – especially among newcomers and underemployed adults. In Oakville and Burlington, we now offer day and evening CSW Computer Skills for Work sessions. In November 2024, we extended our popular HSW Essential Skills for Healthcare Support Worker program to Burlington. Our RSW+ Adult Tutoring program in Oakville is thriving, with volunteer tutors providing personalized support in reading, writing, math, workplace, and digital skills.

Community Outreach and Partnership Growth

Targeted outreach strengthened our regional presence. Yet public awareness of government-funded training remains low – only 50% of local employers are aware of these programs, according to the 2024 PHWDG Employer Survey. This limits referrals into Employment Ontario (EO) Literacy and Basic Skills (LBS) programs. To address this, we are engaging in sector roundtables, joint outreach events, and targeted marketing. Support from United Way Halton & Hamilton (UWHH) has helped us advance their priorities of poverty reduction, community connection, and lifelong learning.

Looking Ahead

We expect economic uncertainty, rising unemployment, and increasing employer expectations. Foundational literacy, soft skills, and job-ready essential skills training will be more essential than ever. Through responsive programs, inclusive delivery, and a deep commitment to learner success, we are helping people move forward – one step at a time.

Michele Proud
Executive Director

From the Desks of our Program Coordination Team

Alyson Findlay – Sr. Program Coordinator

We are excited to celebrate key milestones in our academic upgrading and essential job-ready skills programs, particularly the successful transition to the CAEC Canadian Adult Education Credential Test Preparation program and the expansion of our HSW Essential Skills for Healthcare Support Worker program.

Following the discontinuation of the GED® Test in May 2024, a new blended learning curriculum was designed to prepare learners for the computer-based CAEC tests. Our CAEC Test Preparation Program equips adult learners with essential reading, writing, math, and digital skills needed to achieve their high school equivalency, ensuring access to future education and employment opportunities requiring grade 12 completion.



To meet the continued demand for entry-level healthcare support worker training, our HSW program was expanded to offer additional sessions in north Halton and new classes at our Burlington site. Partnerships with local healthcare and community providers including Allendale LTC, Conestoga College, Acclaim Health, and Volunteer Halton enhance learner experiences by providing pathways to employment, education, and volunteer opportunities.

“The program has helped me build my soft and hard skills. The most interesting part of the course for me was caring for seniors with dementia and person-centered language certificates. My overall experience was fantastic. The instructor is very good with explaining details for easy understanding and the course content is amazing. I can’t forget to talk about the snacks! In the coming year I will enroll in a PSW Program.” - HSW Learner

Our ACE Sheridan (Academic and Career Entrance) program continues to support learners to achieve grade 12 equivalent English, Math, and Science credits, preparing learners for their goals of post-secondary college education and apprenticeship. ACE learners have gained successful admission to Ontario college programs in fields such as healthcare, early childhood education, and skilled trades.

“I enjoyed the math class because the teacher helped me to see the problems clearly and how to solve them. In English class, I learned how to write proper essays. The Biology and Chemistry classes really built up my knowledge. I did well. Thank you!” - ACE Learner

Thank you to our dedicated instructors for their continued support and flexibility throughout this period of growth and change. Congratulations to everyone on their achievements!

When Oma arrived in Canada from Nigeria in late 2023, she had one clear goal – start a career in healthcare. She joined the HSW Essential Skills for Healthcare Support Worker program at ALNH in Milton to build job-ready skills and gain industry knowledge. With strong determination and support from her instructor, Oma earned key certifications and quickly secured employment as a caregiver with a national community home healthcare organization. She now works 20 hours per week while preparing for Sheridan College’s Personal Support Worker (PSW) program in 2025. "My goal was to get into the healthcare sector in Canada... with what I have learned, I am confident to take my next step," Oma shared. Oma’s story shows how access to local, practical training can empower newcomers to build confidence, gain employment, and take meaningful next steps in their career journey.

Ashley Williams – Program Coordinator Digital Literacy

This past fiscal year has been an exciting and impactful time for our CSW Computer Skills for Work program. Demand rose significantly, particularly in Oakville, Milton, and Georgetown, leading to a 24% increase in average class size and demonstrating the importance of accessible, instructor-led technology education in our communities.

To support this growth, we hosted multiple volunteer tutor training sessions to maintain the



quality of instruction that learners appreciate. Retaining tutors long-term, particularly in south Halton, remains a challenge. We continue to explore strategies to boost tutor engagement and sustainability.

Learners consistently share positive feedback highlighting the friendly atmosphere, knowledgeable and kind tutors, and our step-by-step manual. Many have expressed that the program strengthened their confidence and computer skills, though access to personal computers and Microsoft software at home remains a barrier for some.

As digital skills become increasingly essential, the demand for programs like ours underscores the need for continued community investment. We look forward to another successful year – expanding our impact and supporting learners on their journey toward digital proficiency.

Hiba Khaddaj – Program Coordinator LBS

Over the past year, we supported learners in our RSW+ Adult Tutoring program across five communities in Halton. Through strong partnerships and referrals, we are actively engaged in the community, receiving recommendations from local organizations as well as word-of-mouth endorsements from former clients. The feedback from both learners and tutors has been very positive. Even with their limited writing abilities, our learners have expressed appreciation for both their tutors and the program.

"Tutoring has been a truly rewarding experience. I'm happy to dedicate my time in retirement to something so meaningful, knowing it has a direct impact on someone's quality of life."

"When we first started working together, my learner couldn't identify the sounds of the alphabet. Now, he can read and write many words and even construct simple sentences, often surprising me."

"I like the instructor's teaching style, and the material is very helpful."

"The program was very well-organized and effective."

"My tutor was very patient and helped me a lot."

"This program helped me build confidence, and my reading and writing have improved."

At 60, Annie, a Ward Clerk at a local long-term care home, knew she needed to boost her digital skills to thrive in her role. Through the ALNH Computer Skills for Work program, Annie went from struggling with Excel and scheduling tools to confidently applying new digital skills at work. With strong motivation and support from her tutors, she progressed through two levels of training and even continued learning online. Annie now feels more capable and confident, saying, "Everything I was looking for, I found in this course." Annie's story is a powerful example of how local training programs help adults stay competitive, confident, and ready for the future.



To the Directors of
Literacy North Halton (o/a Adult Learning Centres Halton)

Independent Auditors' Report

Qualified Opinion

We have audited the accompanying financial statements of Literacy North Halton (o/a Adult Learning Centres Halton) (the Organization), which comprise the statement of financial position as at March 31, 2025, and the statements of operations, changes in net assets, and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of Literacy North Halton (o/a Adult Learning Centres Halton) as at March 31, 2025 and the results of its operations 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, Literacy North Halton (o/a Adult Learning Centres Halton) derives revenue from fundraising and donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to amounts recorded in the records of Literacy North Halton (o/a Adult Learning Centres Halton). Therefore, we were not able to determine whether any adjustments might be necessary to revenue and excess of revenues over expenditures, and cash flows from operations for the years ended March 31, 2025 and March 31, 2024, current assets at at March 31, 2025 and March 31, 2024, and net assets at April 1 and March 31 for both the 2024 and 2025 years. Our audit opinion on the financial statements for the years ended March 31, 2025 and March 31, 2024 were 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 *Auditors' 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 these 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.

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

Auditors' 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 Auditing Standards (CASs), 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.

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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.

June 1, 2025
Burlington, Ontario

SB Partners LLP
Chartered Professional Accountants
Licensed Public Accountants

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TF 1866 823 9990

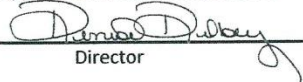
Literacy North Halton
(o/a Adult Learning Centres Halton)

Statement of Financial Position

March 31, 2025

Assets			
	2025		2024
Current assets			
Cash and bank	\$ 6,068	\$	15,969
Restricted cash - programming and relocation reserve funds	24,921		24,921
Short-term investments (Note3)	34,170		32,532
Restricted short-term investments - programming reserve fund	5,455		5,200
Prepays and deposits	2,563		1,822
H.S.T. recoverable	4,809		7,119
	\$ 77,986	\$	87,563
Liabilities			
Current liabilities			
Accounts payable and accrued liabilities (Note 4)	\$ 9,018	\$	8,849
Deferred contributions	-		15,000
	\$ 9,018	\$	23,849
Fund Balances			
Unrestricted			
Operating fund	\$ 4,424	\$	1,063
Internally restricted			
Programming reserve fund	26,396		26,141
Relocation reserve fund	3,979		3,979
Contractual obligations reserve fund	25,354		24,136
Succession planning reserve fund	8,815		8,395
	68,968		63,714
	\$ 77,986	\$	87,563

Approved on Behalf of the Board


 Director

 Director

The accompanying notes are an integral part of the financial statements.

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Literacy North Halton
(o/a Adult Learning Centres Halton)

Statement of Operations

Year Ended March 31, 2025

	2025	2024
Revenue		
Provincial funding - Ministry of Labour, Immigration, Training and Skills Development (Note 6)	\$ 377,357	\$ 411,993
Donations and fundraising	50,197	38,146
Organizational Needs Assessment- Peel-Halton-Dufferin Learning Network	14,000	-
Other revenue	7,404	4,300
Interest and other income	4,195	1,691
	453,153	456,130
Expenditures		
Wages and benefits	297,359	278,631
Rent	47,353	47,809
Professional fees	20,902	18,165
Computer expense	17,609	16,249
Resource material	15,160	13,424
Sheridan contract	12,500	12,500
Office and classroom supplies	10,378	9,410
Outreach	9,458	36,437
Telephone and Internet	5,098	5,850
Insurance	4,546	3,876
Travel	4,056	3,960
Fundraising	2,730	1,737
Interest and bank charges	750	919
	447,899	448,967
Excess of revenue over expenditures for the year	\$ 5,254	\$ 7,163

The accompanying notes are an integral part of the financial statements.

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Literacy North Halton
(o/a Adult Learning Centres Halton)
Statement of Changes in Fund Balances
Year Ended March 31, 2025

	Operating fund	Programming reserve fund	Relocation reserve fund	Contractual obligations reserve fund	Succession planning reserve fund	2025 Total	2024 Total
Fund balances, beginning of year	\$ 1,063	\$ 26,141	\$ 3,979	\$ 24,136	\$ 8,395	\$ 63,714	\$ 56,551
Excess of revenues over expenditures for the year	3,361	255	-	1,218	420	5,254	7,163
Fund balances, end of year	\$ 4,424	\$ 26,396	\$ 3,979	\$ 25,354	\$ 8,815	\$ 68,968	\$ 63,714

The accompanying notes are an integral part of the financial statements.

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Find us Online

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@adultlearningnorthhalton2997

Contact Us

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