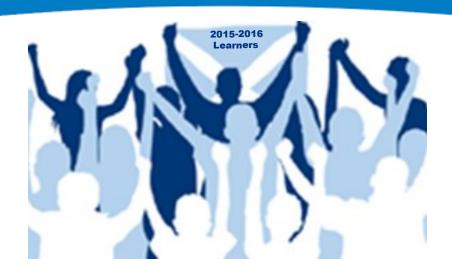


Celebrating Success



Annual Report for the Fiscal Year ended March 31st, 2016



Annual General Meeting

Agenda

Wednesday, June 15, 2016

Welcome Carol Risidore

Greetings Mayor Berry Vrbanovic

Business Meeting

Welcome & Introduction of Board
Greetings/Call to Order
Approval of Agenda
Approval of the 2014-2015 AGM Minutes
President's Report
Executive Director's Report
Treasurer's Report

Carol Risidore
Dana Duff

Carol Risidore
Dana Duff

Treasurer's Report
Election of Directors
Adjournment

Caron Misidor
Dana Duff
Cathy Skeen
Patti Lewis

Announcements Carol Risidore

Refreshment Break for 20 minutes + video presentation Success Stories...



Executive Director's Opening Remarks Carol Risidore

Program:

Guest Speaker: Garth Wellington Chris Prosser

Special Presentation Carol Risidore/Patti Lewis

Kim Burnett Diana Elkin

Student Awards Chris Prosser

Presenters:

Goal Achievement Chris Prosser, Divya Handa
Most Improved Chris Prosser, Julie Sigrist
Best Attendance Johanna Brown, Julie Sigrist
Outstanding Student Johanna Brown, Julie Sigrist
Outstanding Tutor Chris Prosser, Julie Sigrist

Closing Remarks Carol Risidore



ONTARIO



Charitable Business Number: #119242378

The Literacy Group of Waterloo Region

Minutes of Annual General Meeting - 2013-2014

Wednesday, June 17, 2015 The Rotunda, Kitchener

1. Welcome

a. Meeting called to order by Nancy Valla

2. Approval of Agenda

a. Motion to approve: Linda Brooks, seconded by John Dale

3. Approval of Minutes of the Annual General Meeting of June 18th, 2013

a. Motion to approve: Julie Rattray, seconded by John Dale

4. President's Report

5. Executive Director's Report

6. Treasurer's Report

- a. Motion to approve financial statement: Julie Rattray, seconded by Andrew Swatridge
- b. Motion to approve auditors, Curtis-Villar: Andrew Swatridge, seconded by Bill Rattray

7. Election of Directors

a. No election required. Board Members were completing their terms of office.

8. Adjournment

a. Motion to adjourn: Nancy Valla



More than Reading

OUR MISSION: The Literacy Group of Waterloo Region is a community-based organization that provides accessible Literacy and Essentials Skills training services to empower adults to reach their goals and improve their quality of life.

The Literacy Group of Waterloo Region

Minutes of Annual General Meeting

Wednesday, June 17, 2015 The Rotunda, Kitchener

1. Welcome

a. Meeting called to order by Nancy Valla

2. Approval of Agenda

a. Motion to approve: Linda Brooks, seconded by Dana Duff

3. Re-approval of Minutes of the Annual General Meeting of June 18th, 2014

Will be posted in the AGM for next year and posted on web page with current AGM report.

4. **President's Report**

5. Executive Director's Report

6. Treasurer's Report

- a. Motion to approve financial statement: Cristen Brown, seconded by John Dale
- b. Motion to approve auditors, Curtis-Villar: Ryan Wicklum, seconded by Danielle Avila

7. Election of Directors

a. Motion to approve slate of Board of Directors: Linda Brooks, seconded by Julie Rattray

8.. Adjournment

a. Motion to adjourn: Nancy Valla



OUR MISSION: We will be a model for adult literacy services and play a key role in Waterloo Region achieving the highest literacy rates in Canada.



MORE THAN READING

Board President's

Report

The Board of Directors and I congratulate TLG's staff, volunteers, tutors and learners on a remarkable year.

Simply stated, our mission is to develop and deliver accessible and effective literacy programs for adults in Waterloo Region. The Board is very pleased that TLG's Kitchener office achieved its plan to meet service delivery targets, while Cambridge once again met or exceeded all its objectives. Together both locations succeeded in achieving our mission and commitment to the Region. Popular new programs in retail skills and tax preparation were developed and helped to ensure that TLG is offering relevant, current training in literacy and numeracy that's valued by our learners.

Just over a year ago the Cambridge team moved to new office space that's shared with the John Howard Society. This gave us a wonderful opportunity to partner even more closely with a key community agency and also reduce Cambridge's operating costs in 2015-16. And while TLG's finances continued to pose a challenge for us, as you'll read in the Treasurer's message, we are particularly grateful to some extremely generous corporate and individual donors for their gifts in the past year and also to the Lead Kings Car Club for their support of *Rodding for Reading*, our signature fundraising event.

I also want to thank our Board of Directors. We have a Board that's composed of members whose backgrounds in business, human resources, finance and tutoring mean we have a strong, diverse range of experience and skills to support the work of TLG. We had a busy year that included working with staff on our strategic plan and reviewing our operating policies to ensure TLG is equipped to respond to any challenges the future holds. And on a personal note, two of our Directors became new parents who welcomed daughters during their term on the Board. With this kind of commitment to TLG, I know we can make 2016-17 an even better year for the organization as we strive to realize our vision: that every person in Waterloo Region has access to the resources they need to build skills that will empower them to engage fully in their community.

Respectfully submitted,

Patti Lewis



Executive Director's

Report

MORE THAN READING

This year's theme is "Success Stories" and there have been many over the past year, some of which you will hear this evening.

Once again, we have had a very busy, challenging and rewarding year. It has been one of change, with Sheri Keane, our Small Group Facilitator leaving to take on a new position with The Canadian Council on Rehabilitation and Work (CCRW) as an Employment Outreach Specialist, Johanna Brown who was our WSIB ESL Instructor taking on the role of Group Facilitator, Pauline Bauman, a long time tutor with ESL experience replacing Johanna and Heather Lee now on parental leave with her new baby due in early August. Lisa McArthur, who many of you know, will be our new Intake Coordinator covering Heather's leave. Lisa has a lot of experience in the LBS field and is well known throughout the region. We look forward to working with her.

This year we introduced and had great reception to our new Retail Program. This was developed as a result of a needs assessment using Labour Market information on trending jobs in the region. We piloted a new Money Matters for Newcomers to Canada for ABC Life Learning focusing on understanding banking in Canada. We will be running both programs again in the upcoming year.

Two of our adult learners have been selected by United Way Kitchener and United Way Cambridge to share their stories as part of their promotion of how agencies like ours are supported through their funding. Garth will be the voice of United Way Kitchener and Cathy had a starring role in the United Way Cambridge campaign kick-off video which had many people in tears. We are so proud of all our adult learners and their many successes in their journey to upgrade skills.

This year will also be one of transition as I will be retiring at the end of the 2016-17 year. I have been fortunate to be the Executive Director of TLG for the past 10.5 years, through great years and challenging years. It has been an exciting and rewarding ride! The team of people I have been fortunate to work with is, in my opinion, the best team in the business! I have also been fortunate to develop great partnerships and friendships with other community members such as Linda Brooks at the Waterloo District School Board, Jane Tuer, Project Read, Community Literacy Ontario and many more who have made it possible for us to achieve "more with less."

I look forward to the changing roles and what the next year will bring as I move on to the next chapter of "what I want to do when I grow up" for the 5th time or maybe the 6th. For sure it will involve my husband, grandchildren, travel and whatever else comes my way.

Respectfully submitted,

Carol Risidore



Treasurer's

Report

I am happy to report on the financial affairs of The Literacy Group of Waterloo Region for the fiscal year ended March 31, 2016.

In the fiscal year, the organization has had a substantial growth in donations and amounts received from fundraising activities. The team has been hard at work improving our presence in social media and this has translated into more awareness of The Literacy Group. We have had many donations from corporations, which has grown from the previous year.

The Literacy Group will continue to monitor costs as fundraising and donation revenue are difficult to project. The Literacy Group continues to strive for sharing our knowledge base within several programs to generate additional revenues outside of our core business. This will generate future opportunities with promising growth potentials.

As a result, the overall deficit of the year is \$9,574 with a fund balance at year-end of \$86,335. This deficit is better than the previous fiscal year's \$21,787 deficit. We expect this trend to continue to a break-even value and project into surpluses as we continue to evaluate and improve our strategy.

Looking to the next fiscal year, we anticipate another challenging and exciting year ahead.

We will continue to build and improve on the services offered to the community as well as place accountability to build upon our past program successes.

Respectfully submitted,

Dana Duff



MORE THAN READING

Fundraising Committee Chairs'

Report

In 2014-15, The Literacy Group's Fundraising Committee was able to contribute \$13,562 dollars to our revenue.

By far our most successful event was our fourth annual *Rodding for Reading*, made possible with the continuing support of our partners, The Lead Kings Car Club. Although it was rained out, it generated over \$8000 in proceeds from the sale of event sponsorships, a raffle, auction, book sale and donations. These results once again surpassed our expectations thanks to a lot of hard work and planning by members of the Lead Kings, the management team at Southworks, the Fundraising Committee, TLG staff and scores of volunteers who gave up a Saturday to help on the day of the event.

Thank you to our board members who did a new event "Finders Keepers "which took place in May in Cambridge. Board, staff and students cleaned out their jewellery cases, donated purses and other items raising \$282.00. Leftover items are still being sold in our Cambridge office.

Our target for 2016-17 is to raise \$18,830 dollars through events such as Rodding for Reading, Read-a-Thon, Leaders in Literacy and a Giving challenge.

As newly appointed Chairs of the Fundraising Committee since May we are very impressed by the enthusiasm and creativity everyone brings to this group. Together we're excited about making 2016-17 the most successful yet as we celebrate TLG's 17th anniversary of providing adult literacy programs in Waterloo Region.

The committee will focus on recruiting new members to help build events and ensure success. We would also like to thank Heather Lee who has been member for the past 3 years and the Fundraising Chair for the past 2 years. Heather, now on maternity leave, has generously given extra time and effort to make our events successful. She is the Rodding for Reading event Queen!

Respectfully submitted,

Diane Elkin and Danielle Avila



INDEPENDENT AUDITOR'S REPORT

To the Members of The Literacy Group of Waterloo Region

We have audited the accompanying financial statements of The Literacy Group of Waterloo Region, which comprise the statement of financial position as at March 31, 2016 and the statements of revenues and expenditures, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility 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.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of The Literacy Group of Waterloo Region as at March 31, 2016 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.

Guelph, Ontario June 2, 2016 CURTIS-VILLAR LLP
Chartered Professional Accountants
Licensed Public Accountants

Sunts-Vullar LLP

THE LITERACY GROUP OF WATERLOO REGION

Statement of Financial Position March 31, 2016

		2016	·	2015
ASSETS				
CURRENT				
Cash-unrestricted	\$	44,682	\$	72,482
Cash-restricted		11,966		11,819
Term deposit (Note 3)		10,000		10,442
Accounts receivable		9,300		20,611
Prepaid expenses		3,239		2,904
		79,187		118,258
PROPERTY, PLANT AND EQUIPMENT (Note 4)		36,898		37,330
	S	116,085	\$	155,588
LIABILITIES AND NET ASSETS				
CURRENT				
Accounts payable and accrued liabilities (Note 5)	\$	15,542	\$	45,039
DEFERRED INCOME	200.00	14,208		7,608
		29,750		52,647
NET ASSETS				
General Fund		38,418		57,128
Lottery Fund		16,092		16,092
Capital Asset Fund		31,825		29,721
		86,335		102,941
	S	116,085	\$	155,588

ON BEHALF OF THE BOARD

8

THE LITERACY GROUP OF WATERLOO REGION Statement of Revenues and Expenditures For the Year Ended March 31, 2016

	Ministry of Training, Colleges & Universities Kirchener Restricted 2016	Ministry of Training, Colleges & Universities Cambridge Restricted	Lottery Fund Restricted 2016	General Fund Unrestricted 2016	Total 2016	Total 2015
REVENUE Grants Other income Fundraising United Way Donations Memberships Book sales Interest	\$ 206,542	\$ 101,768	\$ 20,851	\$ 80,539 35,066 39,000 17,558 650 637 279	\$ 308,310 \$ 80,539 55,917 39,000 17,558 650 637 279	\$ 330,310 101,740 39,524 39,045 5,340 1,125 710
	206,542	101,768	20,851	173,729	502,890	517,923
EXPENSES Salanes and benefits Resources Rent, maintenance and utilities Office and general Training Telephone Fundraising expense Amortization Professional fees Professional development and memberships Travel Field support	158,858 1,344 25,106 7,283 6,884 3,554 1,268 686 713 846	64,096 824 24,654 4,572 1,548 2,358 1,268 1,715 573 160	13,108 2,948 - 1,131 - 3,664 - - - - - - - - - - - - - - - - - -	115,997 61,111 3,641 95 2,152	352,059 66,127 49,760 16,627 8,527 5,912 5,816 2,536 2,401 1,593 1,006	333,478 69,167 57,908 20,834 8,613 4,380 5,665 2,536 2,536 2,387 13,233 817 20,692
DEFICIENCY OF REVENUE OVER EXPENSES		٠.	· •	\$ (9,574)	\$ (9,574) \$	(21,787)

The accompanying summary of significant accounting policies and notes are an integral part of these financial statements

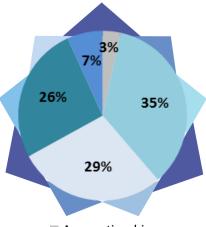
THE LITERACY GROUP OF WATERLOO REGION
Statement of Changes in Net Assets
Year Ended March 31, 2016

The Literacy Group Statistics For the fiscal year ended March 31, 2016 **Cambridge** Kitchener **GENDER GENDER** 37% 45% 55% 63% ■ Male ■ Female ■ Male ■ Female **AGE RANGES AGE RANGES** 10% 8% 23% 27% 18% 27% 13% 13% 36% 25% ■ 18-24 ■ 25-29 ■ 30-44 ■ 45-54 ■ 55+ ■ 18-24 ■ 25-29 ■ 30-44 ■ 45-54 ■ 55+

2015 - 2016

Cambridge

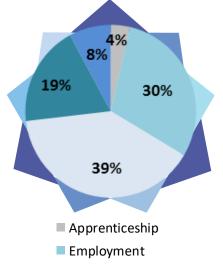
GOAL PATH



- Apprenticeship
- Employment
- Independence
- Secondary School Credit
- Post-secondary

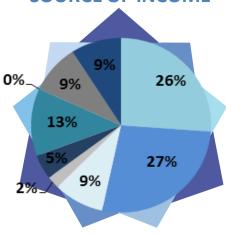
Kitchener

GOAL PATH



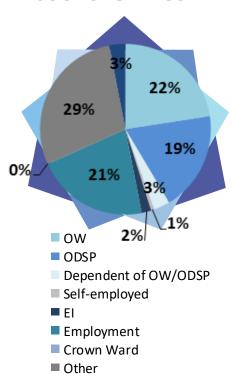
- Independence
- Secondary School Credit
- Post-secondary

SOURCE OF INCOME



- OW
- ODSP
- Dependent of OW/ODSP
- Self-employed
- EI
- Employment
- Crown Ward
- Other
- No Source of Income

SOURCE OF INCOME



No Source of Income

Leebrate with us!

A studin at the with

A student checked in at the airport without help A student was able to sound out a street name and punch it into his GPS

A student has completed his food service program at Conestoga College

Helena can now use a calculator to calculate bills for her customers

Our Jamaican men's group learned to locate their streets on a X-W map A student can now read texts on her phone instead of having them read out to her

A student got a new job in construction and now he is an assistant supervisor

Owen learned how to use a measuring tape & calculate perimeter. He was able to prevent a contractor from overcharging him for work on a house

María was able to write thank you notes to her friends for driving her children to practices

and then noticed the ABC's on his phone keypad

Allison read her first complete book

A student read six
chapters of a book
chapters of the
instead of the
assigned two because
he got so interested

A student now journals on her own at home

Richard learned

alphabetical order

A student was able to fill tout a hospital intake form on his own

Garth is now able to complete timesheets at work

A student learned A student acquired a job how to divide the cost working for H & R Block Lisa now reads to her for rent between her. 3-year-old son self and her roommate A student was able to write and send an A student got her driver's licence email to his daughter A student is better Bruce learned to read able to understand A student read his first book and nutritional labels on what he is reading filled out his first form food products for his diabetic friend Students learned how to find postal codes online A student filled out several applications Pete learned how to on his own A student can now convert do research on the from mm to cm to m computer Ibrahim learned to write correct sentences with Maria was able to write proper punctuation * Christmas cards which helps him in his new job Bridget has completed A student was able to read her high school credits messages on the board at her with 70's & 80's work

The Literacy Group of Waterloo Region **Board of Directors, Staff & Volunteers**

2015 - 2016

Current Board of Directors

Patti Lewis, President Cathy Skeen, Vice-President Dana Duff, Treasurer Diana Elkin, Secretary

Debbie Ackroyd Asad Ali Danielle Avila Cristen Brown

John Dale Winnie Lo

Andrew Swatridge

Retiring Board of Directors

James Barker

Slates of Board of Candidates

Asad Ali

Winnie Lo

Executive Director

Program Manager

Group Facilitator

Group Facilitator

Group Facilitator

Administrative Assistant

Program Coordinator - Learners/Tutors Program Coordinator - Learners/Tutors

Staff

Carol Risidore Chris Prosser Sue Damon Heather Lee Julie Sigrist

Johanna Brown Sherri Keane (resigned in March 2016)

Sheila Annetts

Joyce Baker

Administrative Assistant Pat Ramsay

Accountant

Volunteer Placements

Renata Blackman, Sandor Csapai, Fatima Uddin, Madonna Meadus

Volunteers

Daniel Lantz, Gabrielle Dupont, Steven Clifford, Jade Comeau, Tim Coverett, Pamela Mackenzie-Keyes, Michelle Leendertse, Kristen Wilson, Susan Youngson, Nikolina Vasic

Technology – Volunteer

Kim Burnett - Around K-W Warren Brown

Biographies

Asad Ali

Asad Ali was raised in Waterloo Region since his arrival in Canada in his late childhood. Aspiring to pursue his accounting designation, after high school he completed his Honours Bachelors of Business Administration at Wilfrid Laurier University in 2011.

Since then, Asad has gone on to obtain his Chartered Professional Accountant (CPA) designation. He has over 5 years of progressive public accounting experience, specializing in conducting external audits and other assurance engagements for a wide variety of clients, including not-for-profit organizations. Currently, Asad holds a Senior Accountant position at MAC LLP, a Waterloo-based public accounting firm.

Asad has always been active in his community at various levels by volunteering for a number of organizations, including engaging in fundraising opportunities. He has a great passion for contributing and giving back to his community and always strives for making a significant positive impact.

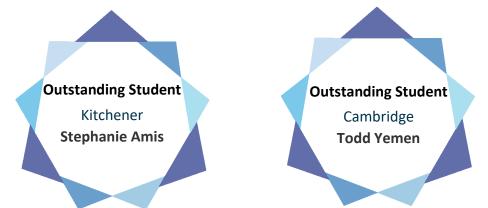
Winnie Lo

Winnie graduated from the University of Waterloo and she has a CPA designation. She has experience working in private accounting firms as well as in the public sector. She is currently working in the Government of Canada and she focuses on corporations and charities tax compliance. Winnie is passionate about literacy and she hopes to share her knowledge to help make The Literacy Group become a better organization. In her spare time, she enjoys travelling and spending time with her three dogs.



Thank you to each of the Board members for their hard work and commitment to building a strong and effective organization. Through their tireless efforts, strategic thinking and innovative ideas, The Literacy Group of Waterloo Region has grown immensely.

We are so grateful for their service and dedication to The Literacy Group, our mission, and our programs! The winner of this award has displayed spirit, enthusiasm, leadership, and dedication while earning a commendable level of achievement.



Goal Achievement

The winner of this award has demonstrated an exemplary level of achievement towards the completion of his/her goal.

Kitchener **Matthew Klages**

Cambridge
Sophia Donovan

Most Improved

The winner of this award has made significant achievement(s) through the skills gained during the program.

Kitchener
Brittany Marche

Cambridge
Pete Dedman

Best Attendance

The winner of this award has shown the most commitment to learning and great respect for group instructor/tutor/classmates via exemplary attendance.

Kitchener
Tammy Brown

Cambridge

Mehran Daryapour

The winner of this award has shown dedication to the development of their learner as well as giving tireless support to The Literacy Group.

Outstanding Tutor

Kitchener

Kit McDonough

Outstanding Tutor
Cambridge
Lynn Green

What a tutor contributes to an adult learner is immeasurable, They give their precious time, a willingness to connect with learners, and patience during the learning process. They bring unique personalities, knowledge, life experiences and wisdom that enhance and support the learner's journey. The gift of knowledge that they provide is a gift that a learner will benefit from for a lifetime. Tutors are enriching lives, but it is with every confidence that we can say they enrich both students and staff at TLG. Saying "thank you" seems like so little, but it is with sincere appreciation for all that you do and the immense value you bring to TLG, that we acknowledge you!

Albert (Rene) Perrin Donna Hughes-Sinanan Kavita Chalhotra Peter Perry Phyllis Klein Edward (Ted) Paling Kit McDonough Allan Wilson **Emily Van Giessen** Rennie Brudnjak Alexander Wharton Kathleen Ladzik Alice Ward Gail Schenk Linda Brooks **Robert Thaler** Gemma Charlebois Linda Marques Ruby Zinyemba Amy Senn Anne Thaler Sandra Manson Gloria (Oyie) Umali Lynn Blouw Gil Francisco Lynn Green Shabnam Zutshi Hora Ann-Marie Kong Graham Snow **Shelley Trueman April Souwand** Margaret Gadsby Beatrice Klinck Iain Davidson Margot Mc Curry Shelley Wilson Jack Rehder Mary Jane Crusoe Shirley Bauman Bill Ashwell Jr. Janet Henkel Micheal McEwan Thuy Hoang Bonnie Kitchen Todd Burnside Brenda Gingerich Janet Horst Monami Bhattacharvva Bushra Yusuf Johanna Brown Tracy-Lynne Ahier **Nadine Bachour** Valentina Stercer Carol Bast John Baxter Neischa Bazzev Carolyn Bauman John Dale Nirmala Maharaj-Loquan Valerie Healy Christine Shantz Judy DeWitte Oana Stefan Victoria Strong Dave McKee Judy Johnson Olena Stevenson William Lockston Dave Parry Judy Paul Jim Stevenson William Rattray Julianne Hartwig-Fisher Patricia Ofili Windsor Viney Diane Wilkinson Julie Rattray Pauline Bauman Yuan Yao Divya Handa

Thank you for contributing over 6,300 hours of your time!

F U N D E R S

Ministry of Training, Colleges & Universities
United Way of Cambridge and North Dumfries
United Way of Kitchener-Waterloo



Aecon

Around Kitchener Waterloo

Association of Millwrighting Contractors

Equisoft

Local 4610 USWA

Sunlife Financial/IT Hard Drive

TD Bank—ID Wealth

SPONSORS

Cambridge Tire
Economical Insurance
Investors Group
Irving Consumer Products Limited
MW Canada Ltd.
Method Intelligence
MotoArt Culture
NAPA Associate Milton
Team Vincent Motor Sport Inc.
Ups United Way Parcel

We are also supported by our **Friends of Literacy**, private donors whose contributions help us provide quality programming for our earners. We are grateful for support from the community, our members, private donations and corporate giving programs.