



Annual Report 2024-2025

Land Acknowledgment

*We acknowledge that we are gathered today
on the traditional lands of Anishinaabek,
Haudenosaunee, Lunaapeewak,
and Attawandaron.*



Thank you,

Charlie Wang Feng, MC

Our Ends Vision

*People with disabilities and those who
are highly vulnerable are meaningfully
and productively employed.
Employers achieve a productive workforce.*



Definitions

Highly Vulnerable People – refers to members of society who are at a significant disadvantage and/or who have complex challenges due to any of the following factors such as, but not limited to, disability, age, personal economic circumstances, violence, criminal record, ethnic groups, new comers to Canada, religion, gender, race, and place of residence, etc. It is recognized that some significant challenges and disabilities are invisible.

Our Desired Outcomes

For Individuals:

- Individuals achieve their maximum employment and skill development goals within their potential and the labour market environment.
- Individuals achieve equitable and productive employment.
- Individuals achieve a sense of self-esteem and belonging/inclusiveness.

For Employers:

- Employers have access to a productive, committed, diverse workforce.
- Employers choose to have an inclusive workforce that meets their business needs.

For Our Communities:

- The broader community invests in and supports Leads purpose.

At What Worth/Priority:

- The Ends are achieved in a cost effective manner and that holds client outcomes as our top priority..



Day of Reconciliation

Before we proceed with today’s agenda, I want to take a moment to acknowledge and honour the significance of the Day of Reconciliation. We are privileged to come together on this day for the LEADS AGM, Humanity Best Practices. Today serves as a reminder of our shared responsibility to practice, promote, and foster unity, healing, and mutual respect within our communities, workplaces, and homes.

Reconciliation involves actively working together to create a future that is inclusive, just, and equitable for everyone. As an organization, we acknowledge that our actions, values, and culture must embody this commitment. Together, we will continue to work towards a more understanding, respectful, and united society, both within and beyond LEADS.



Wendy Lau
Chief Executive Officer



Humanity-Focused Best Practices

It is my pleasure to welcome everyone to the Annual General Meeting of LEADS. As Chair of the Board, I am honoured to reflect on last year's achievements and to commend the exceptional LEADS team that has consistently fulfilled the LEADS mission.

Your achievements highlight the strength of humanity, purpose, and dedication. Every day, our LEADS Team, partners, employers, and supporters work together to create an inclusive performing workforce that contributes to our communities.

We have seen individuals not only find employment or advance in their careers but also gain confidence, stability, independence, and connection. That is the true impact of our work: lives changed for the better, potential realized, and communities strengthened through inclusion.

Andrew Jardine

Board of Directors, Chair



Humanity-Focused Best Practices *(page 2)*

To our incredible LEADS team, you are the backbone of LEADS. Your commitment to equity, diversity, inclusion, accessibility, and your belief in the individuals we serve, along with your ability and tenacity to travel alongside them through every challenge and triumph, sets us apart as one of the best practices. The consecutive London Best Employment Agency Awards for 2023, 2024, and 2025 are a testament to your unwavering dedication.

To our board members and partners, thank you for your guidance, advocacy, and support of our mission. Your leadership keeps us true to our values while allowing us to continue sharing and innovating together.

This year, we continue to face constant funding changes, policy shifts, labour market and economic instability, yet the LEADS team demonstrated resilience, creativity, and a strong sense of purpose.

Andrew Jardine

Board of Directors, Chair



Humanity-Focused Best Practices (page 3)

Looking ahead, we recognize that we have more work to do and continue to grow. We remain committed to our mission, purpose, clients and communities.

Together, we will continue to move the vision of an inclusive workplace forward.

Thank you!

Andrew Jardine
Board of Directors, Chair



Humanity-Focused Best Practices

Our dedication to humanity drives our pursuit of excellence in supporting individuals with disabilities and barriers through skills development, promoting meaningful employment, fostering civic engagement, and advocating for inclusive workplaces. We fulfilled our mission despite ongoing changes and uncertainties in our sector, labour market, and economy, establishing ourselves as leaders in best practices. Our core values—Trustworthiness, Respect, Care, Collaboration, Equity, Diversity, Inclusion, Catalysts, and Impact-Focused—remain central to our work.

Thank you!

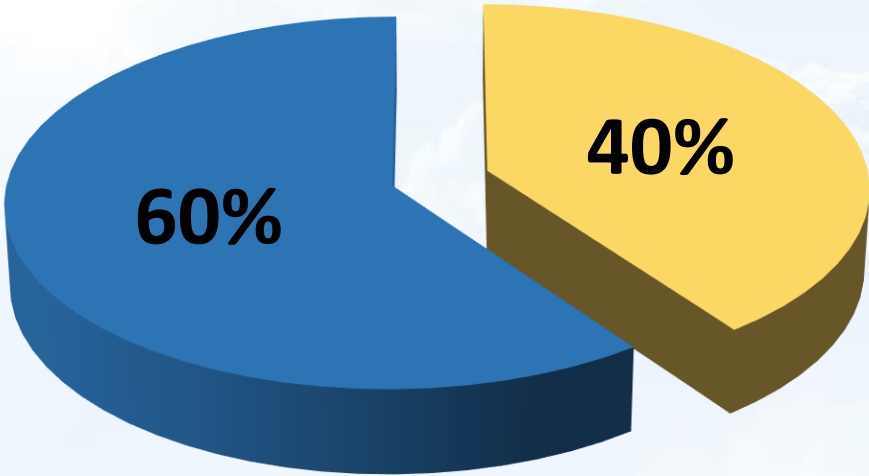


Wendy Lau
Chief Executive Officer

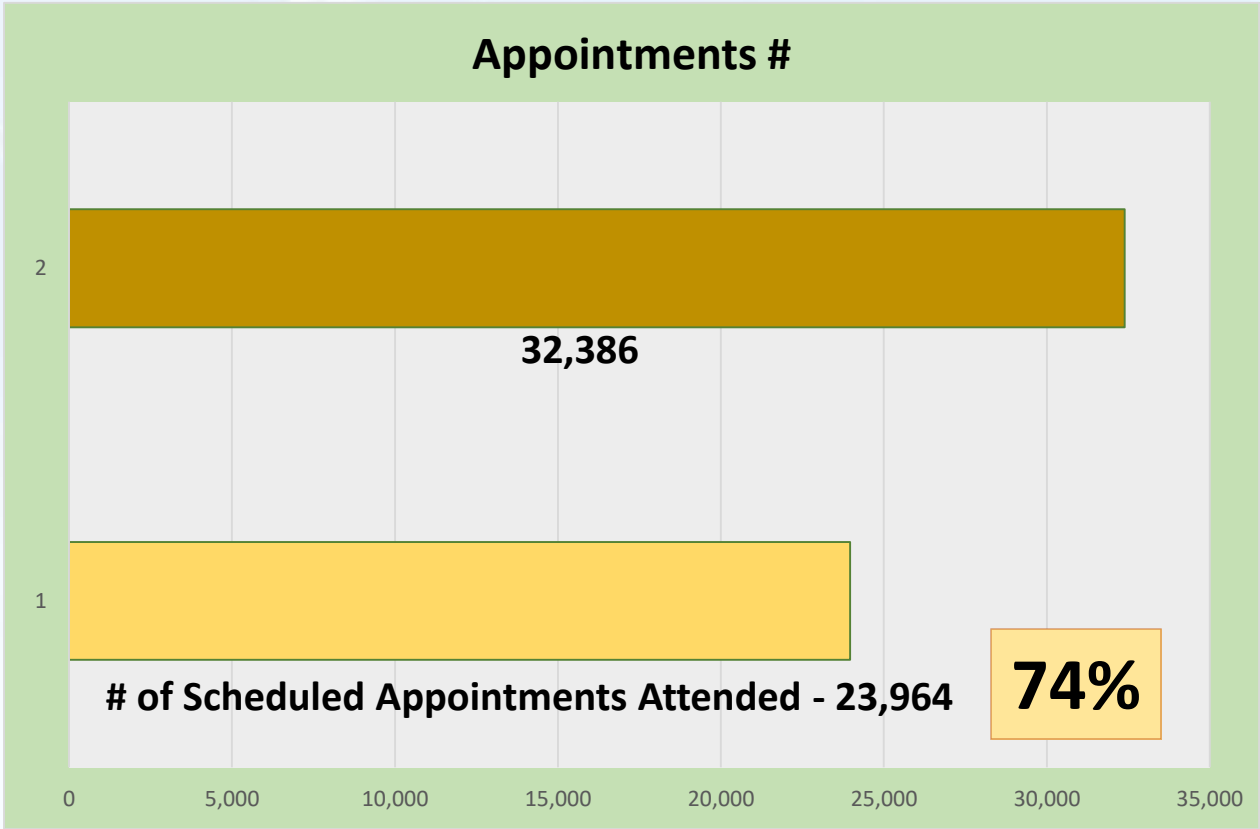


Clients Served 2024-2025

(2875 individuals served)

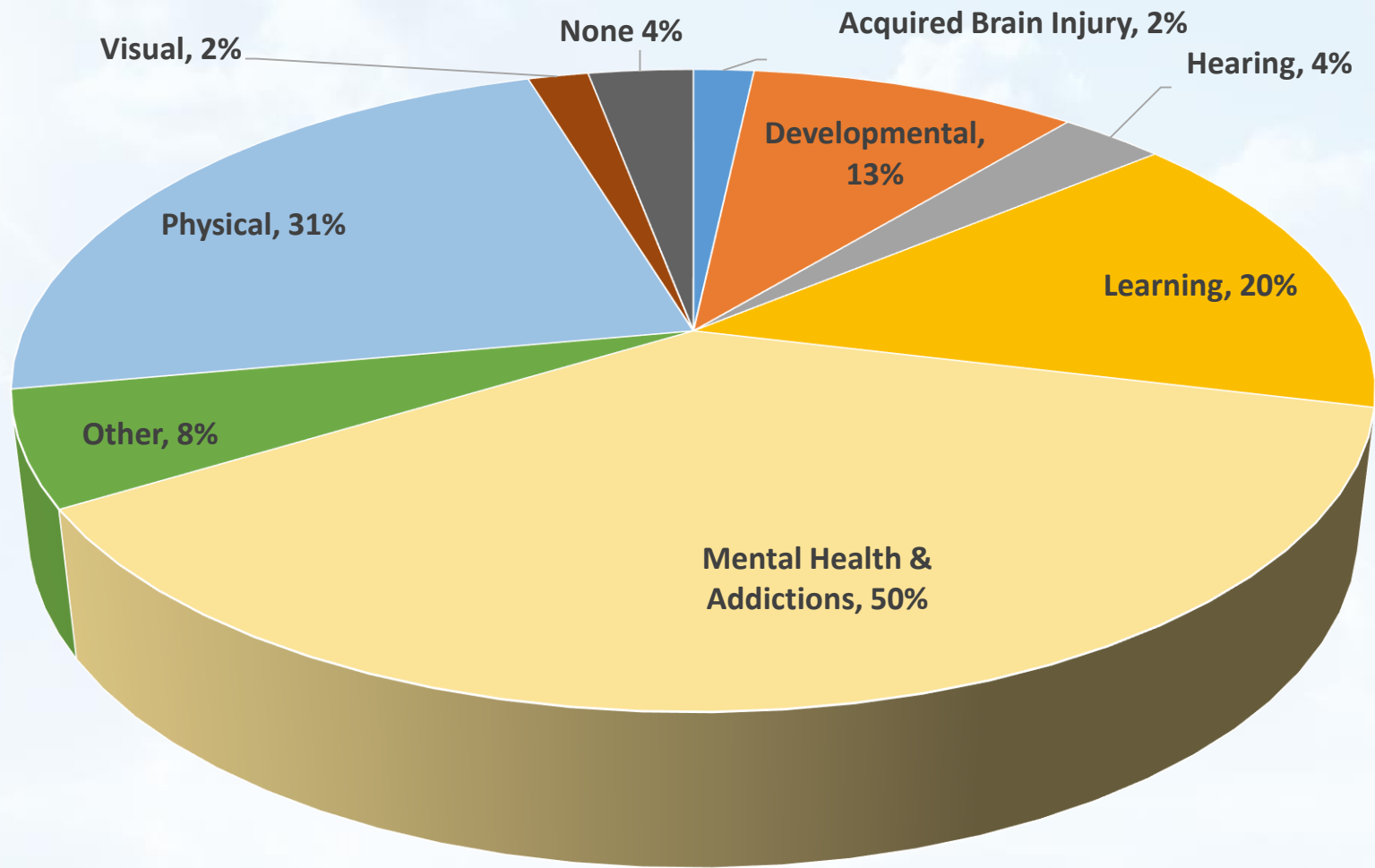


- Youth (15-30 years), 40%
- Adult (30+ years), 60%

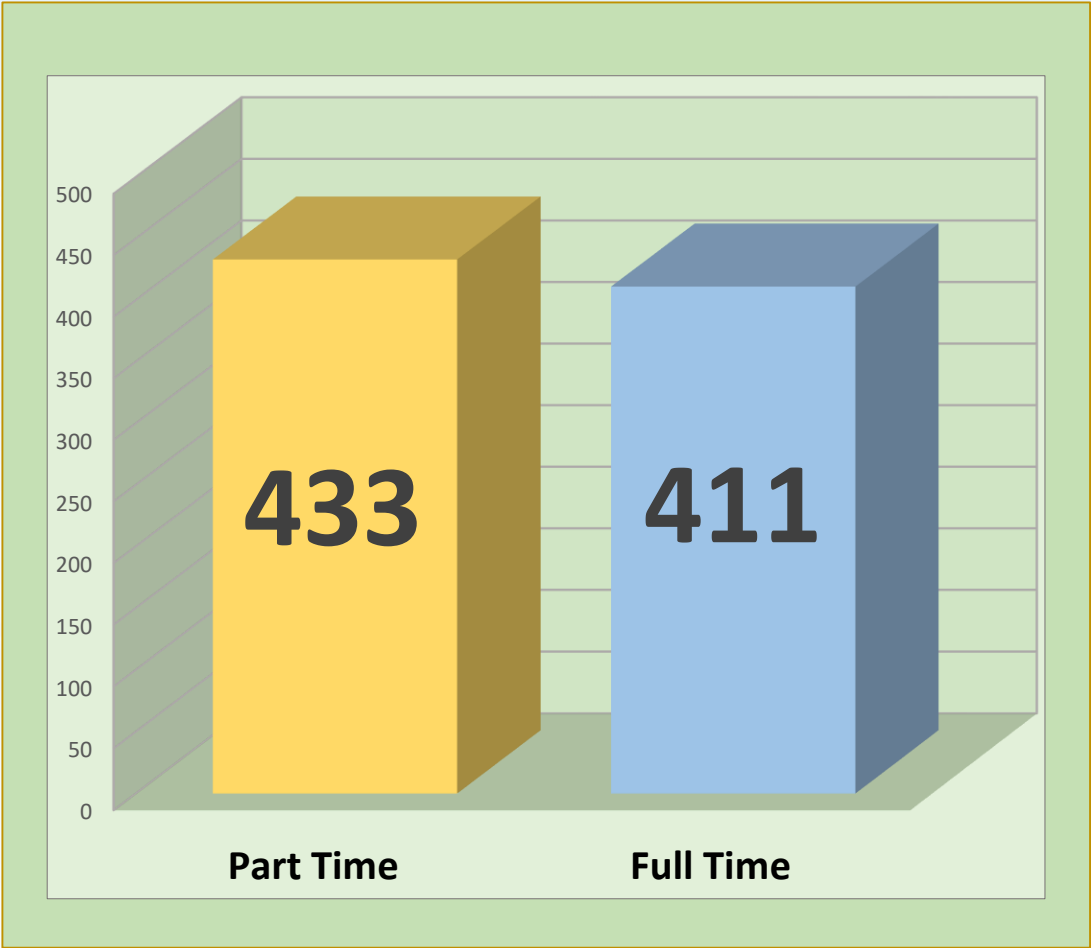
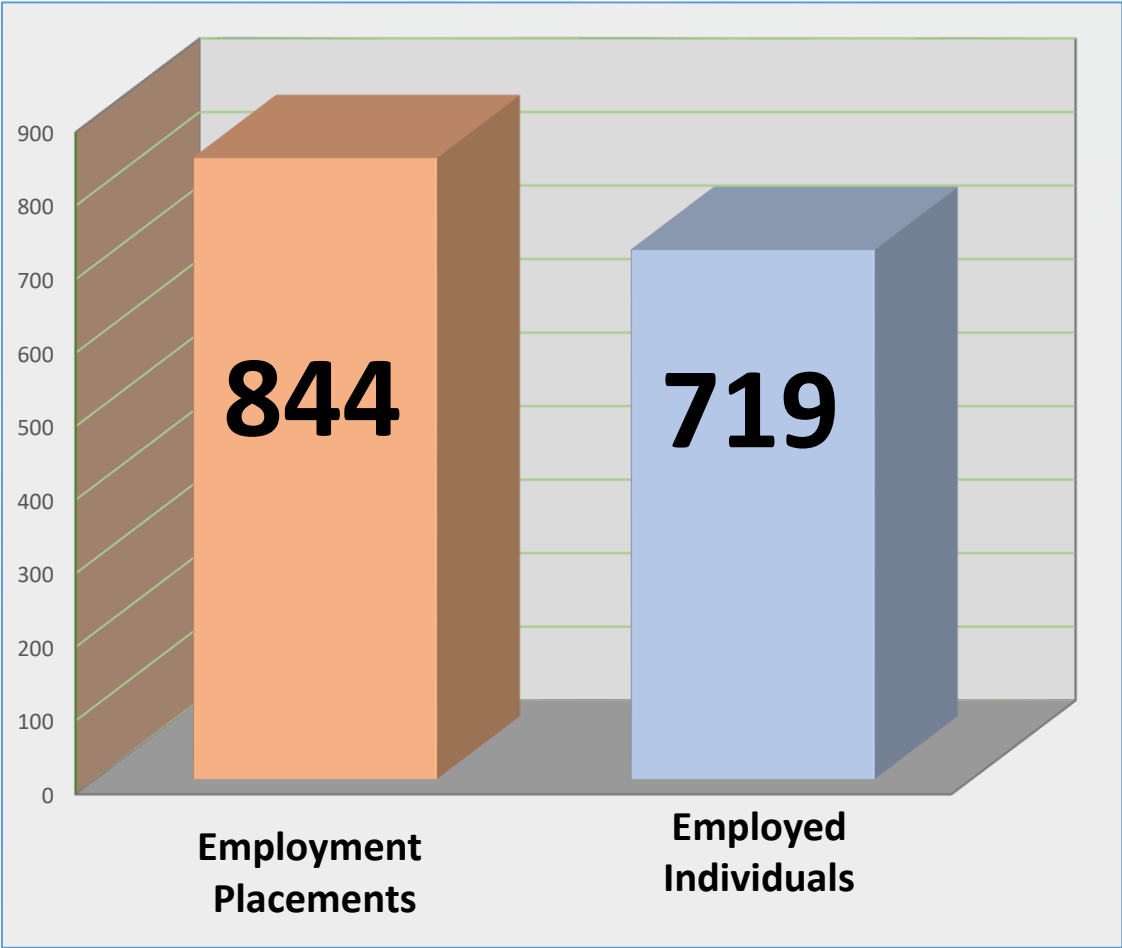


Clients Served 2024-2025

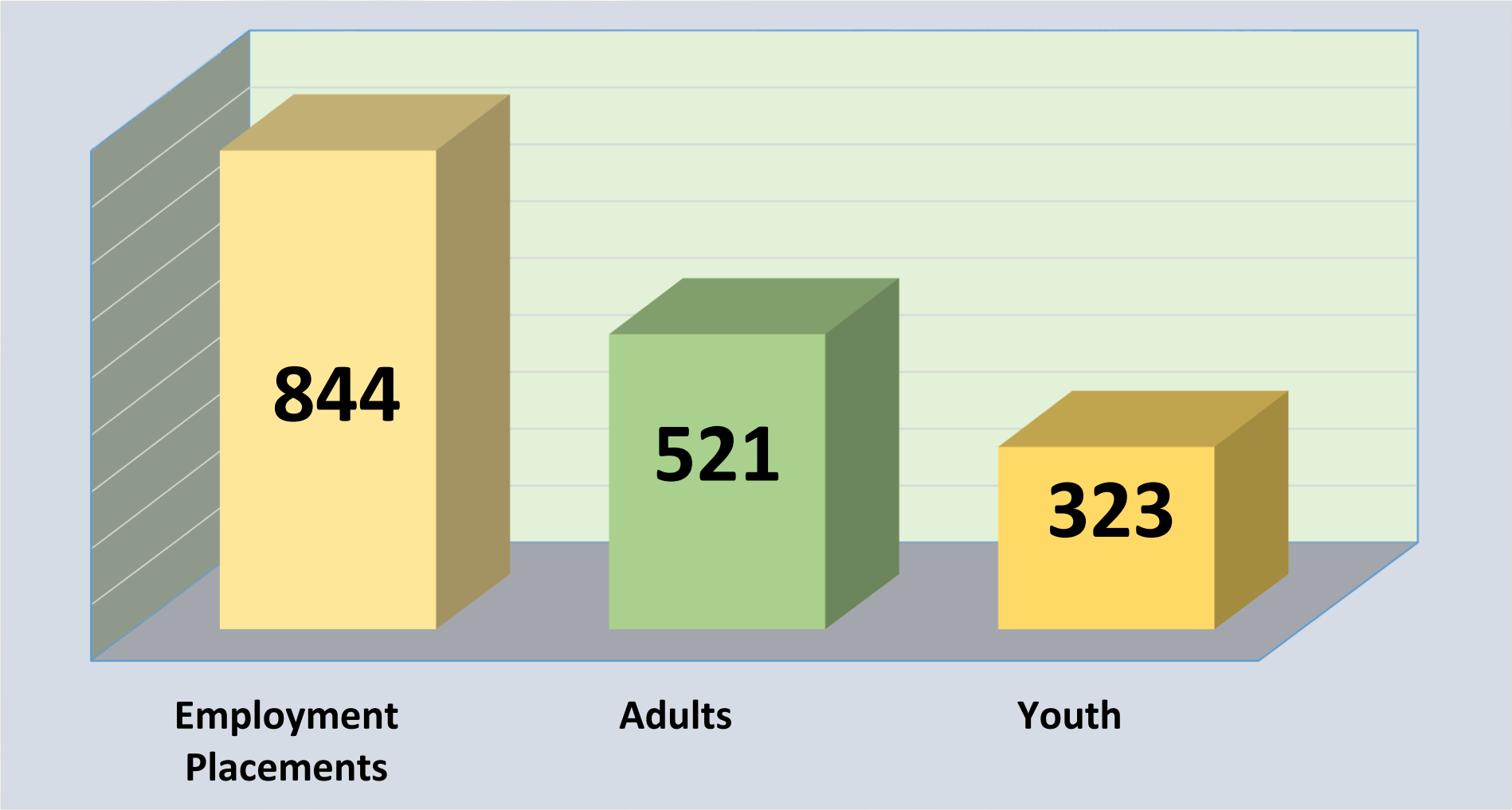
Types of Disabilities / Barriers (multiple disabilities shown)



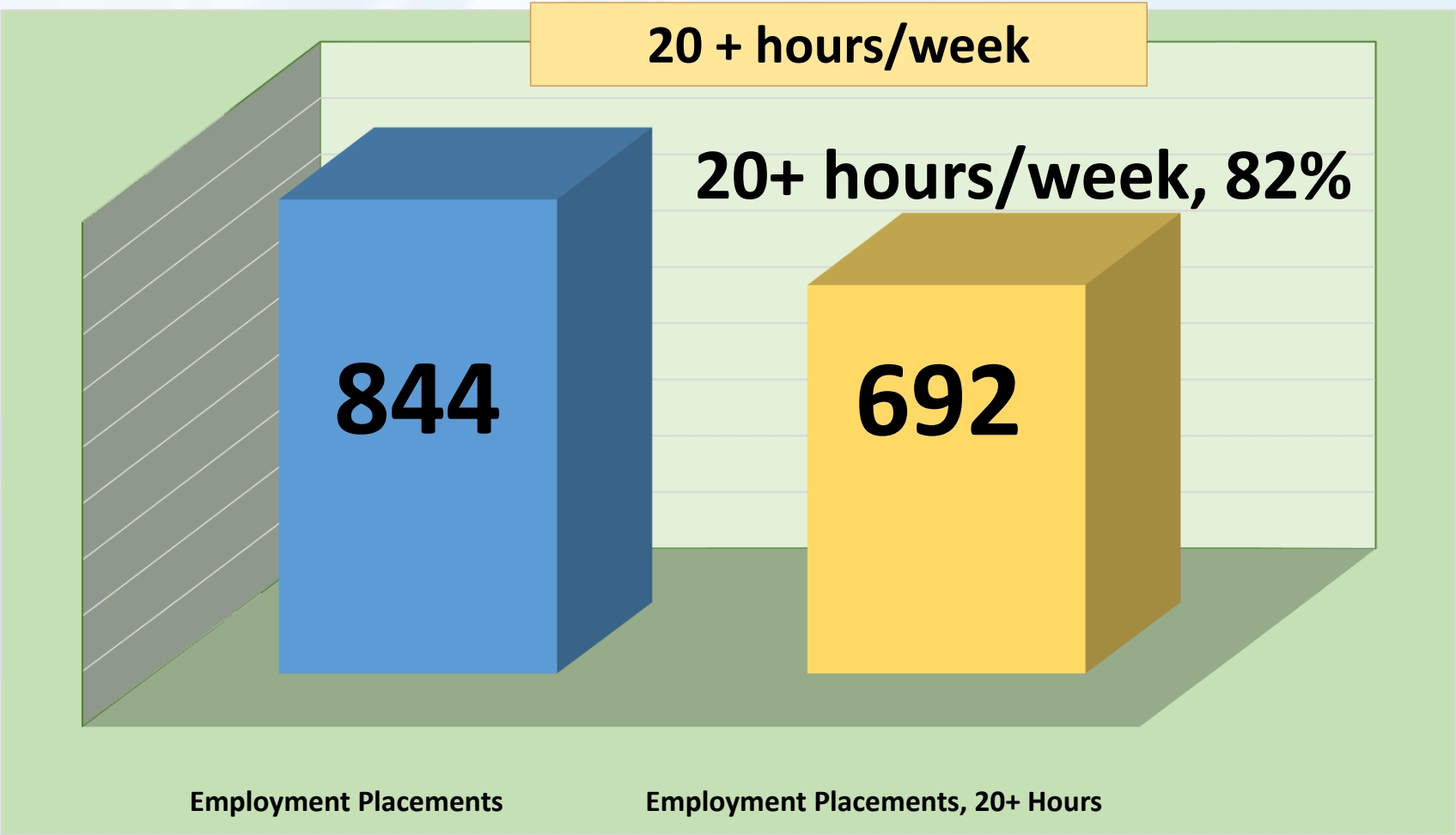
Employment Placements 2024-2025



Employment Placements 2024-2025



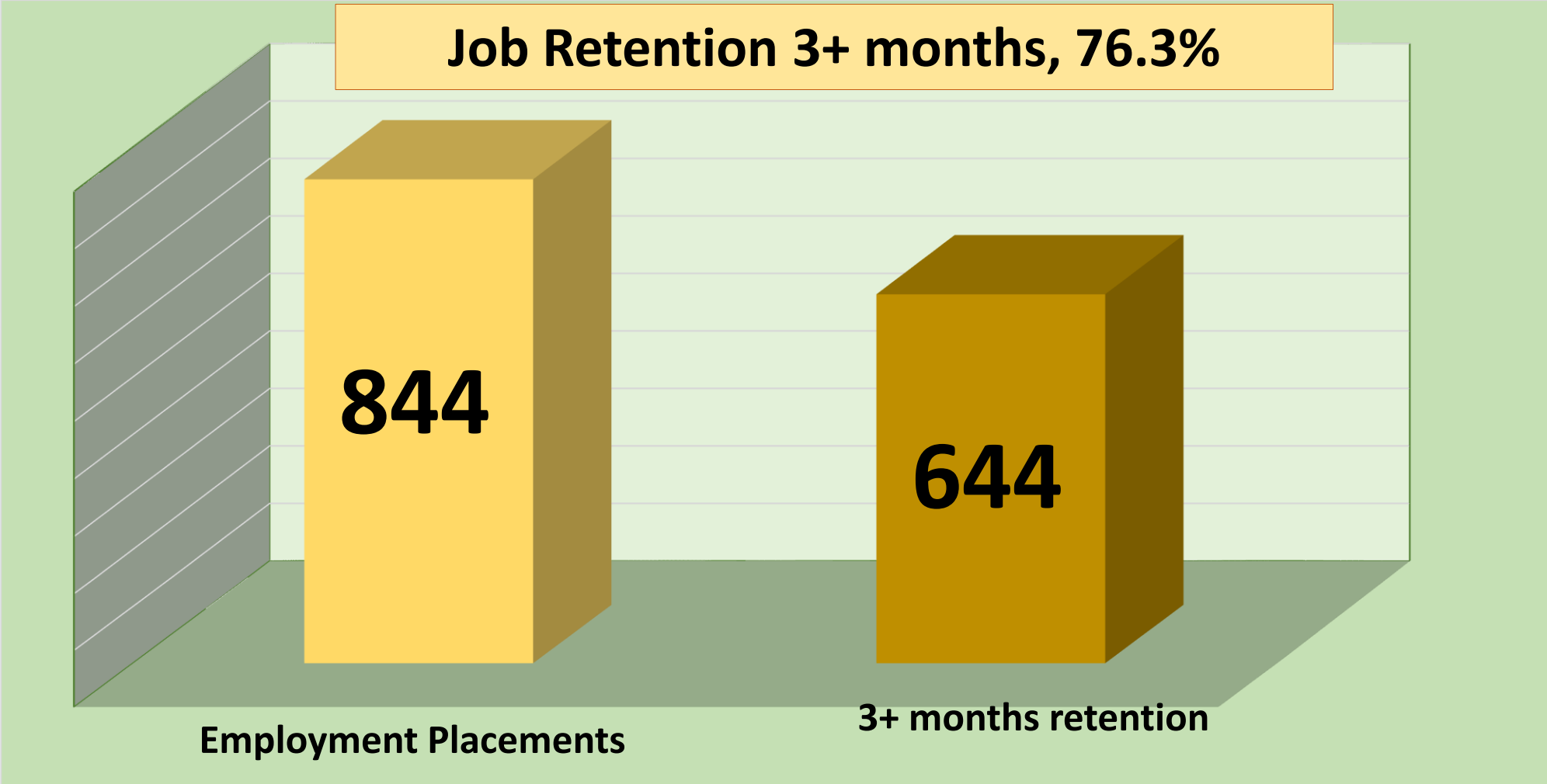
Employment Placements 2024-2025



Average work hours are 28 hours/week



Employment Placements 2024-2025



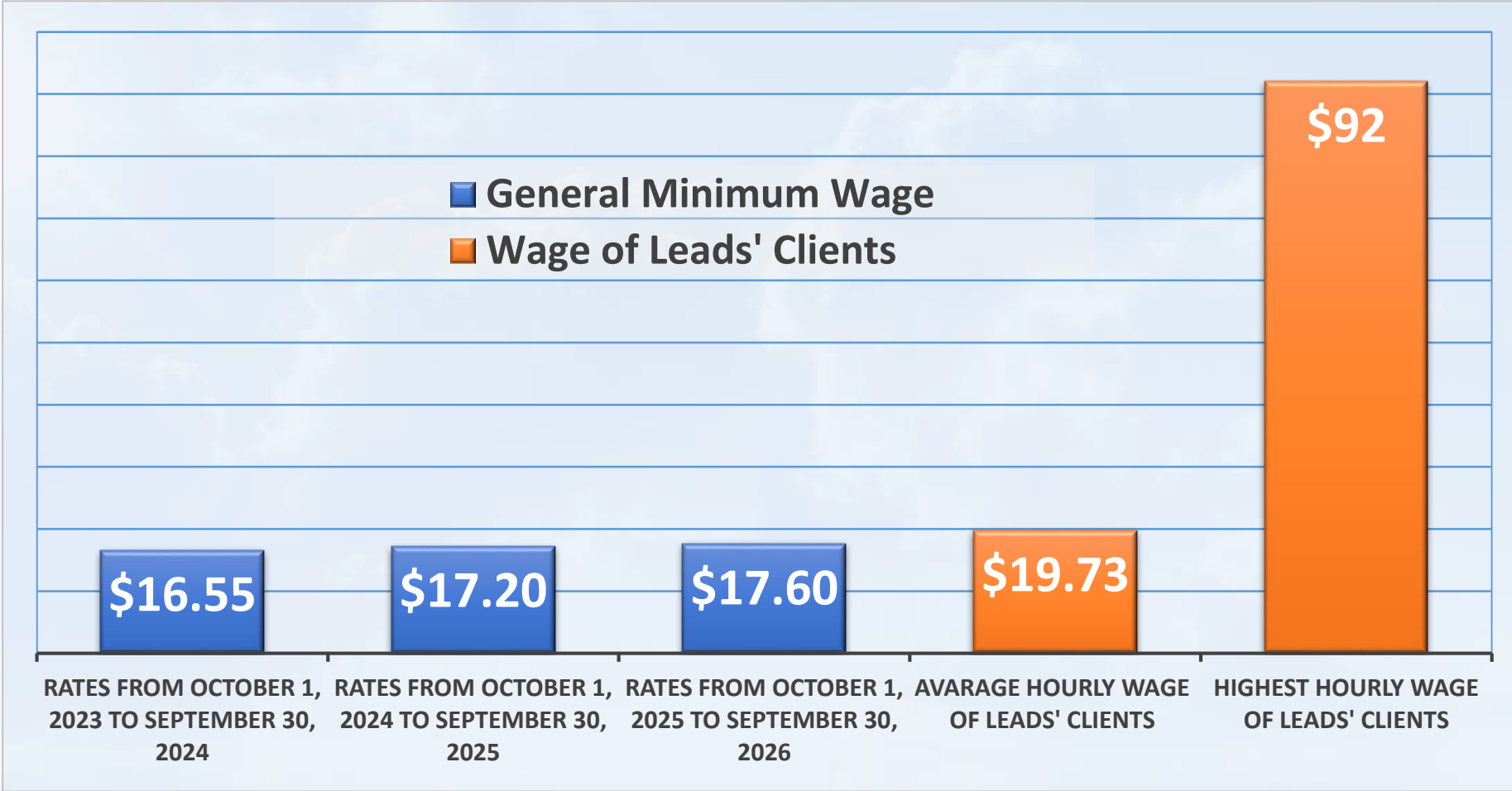
National Occupations Positions 2024-2025

Full Time and Part Time Employment Placements

NOC 0	Legislative and senior management occupations	11
NOC 1	Business, finance and administration occupations	61
NOC 2	Natural and applied sciences and related occupations	10
NOC 3	Health occupations	25
NOC 4	Occupations in education, law and social, community and government services	49
NOC 5	Occupations in art, culture, recreation and sport	10
NOC 6	Sales and service occupations	422
NOC 7	Trades, transport and equipment operators and related occupations	115
NOC 8	Natural resources, agriculture and related production occupations	39
NOC 9	Occupations in manufacturing and utilities	102



Salary Ranges 2024-2025



Client Satisfaction Survey, 2024-2025

87% of the clients surveyed were satisfied with LEADS' services.

96% of the clients surveyed indicated they would refer or recommend LEADS' services to others.

Testimonials:

- Great environment – supportive and reassuring, empathetic, and accommodating to disabilities. LEADS was there when I needed them to be. They actually were a life saver.*
- LEADS helped to keep me accountable in the job application process. They provided alternatives to my current field and found a job more aligned with my interests. My ES was also very understanding of my mental health and how it impacts me at work. The staff at LEADS are very kind and great working one-to-one.*
- LEADS helped me find employment, advocated on my behalf, and helped me find a women's shelter when I left an abusive relationship. My ES went above and beyond for me.*
- Leads helped with creating a resume and getting a job. They saved me from being homeless. My family made me feel comfortable finding help, even though I never ask for help.*



Community Partner Survey, 2024-2025

79% were satisfied with the overall services offered by LEADS.

82% were satisfied with LEADS' work as a community partner.

77% of the community partners surveyed would refer/recommend LEADS' services again.

Testimonials:

- I appreciate and support the services that LEADS offers to the community by giving those with barriers to employment an opportunity to find employment.*
- LEADS is one of my top choices for referrals and I have been satisfied with the outcomes for my participants.*
- All staff have been amazing to work with. Very friendly and efficient.*
- We are so lucky to have LEADS!*



Employer Satisfaction Survey, 2024-2025

82.7% of the employers surveyed indicated that they were likely to consider hiring a LEADS' candidate.

94.2% of the employers surveyed indicated that they were satisfied with LEADS' services.

Testimonials:

- Leads' assistance in this round of hiring was truly invaluable. I absolutely wanted to express my gratitude for your service. I'm personally looking forward to seeing your clients grow in confidence in their positions! I really appreciate Leads' help. I know we're going to achieve great things together!*
- I've had an excellent experience dealing with my ES at Leads. She has found me numerous team members that have been a real asset to the store. I trust LEADS in understanding what I am looking for and what the store requirements are. My ES has always taken the time to look for the right person for the position. She asks all the right questions on requirements and sets out to find the perfect match.*
- I love working with Leads. You are my #1 choice when I need to hire someone new.*



Our Leadership Team



Wendy Lau, CEO



Kelly Mitchell



Jeff Withers



Meghan Nicholson



Jim Robson



Courtney Connor



Nathan Ferreira



Jenn De Melo



Patrick Blain



Ann Sebastiao

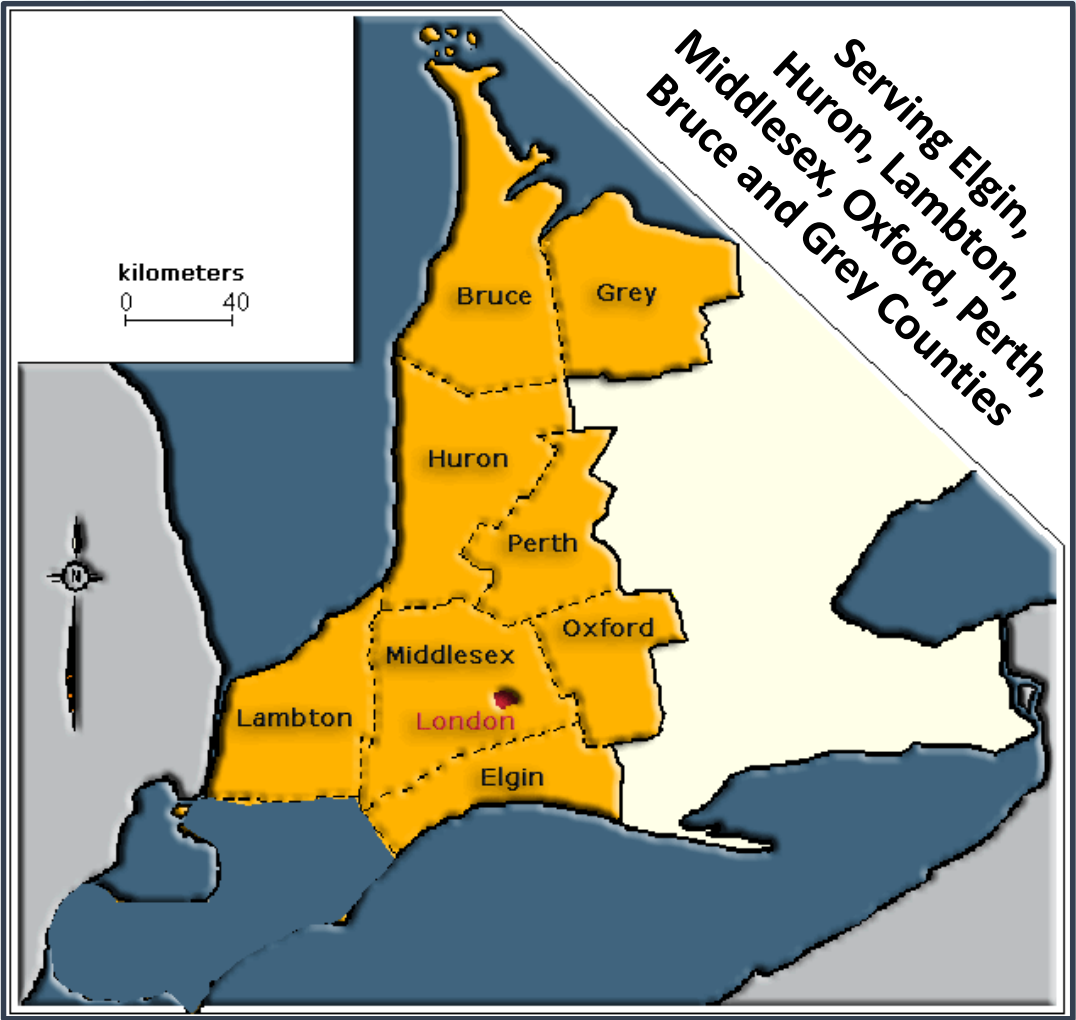


Our Services

Provide skills development and employment supports to individuals, aged 14 and up, who have disabilities and or barriers. Funding for the various services is provided by Service Canada, Ministry of Children, Community and Social Services, System Service Manager London Region Employment Network, Bruce Peninsula, Windsor Region Employment Network, The Workplace Safety and Insurance Board and Rehabilitation Service Providers.



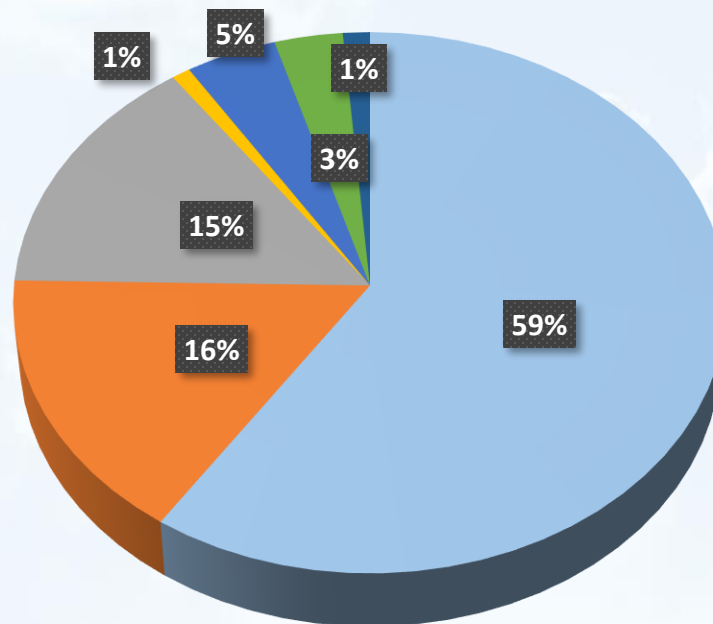
Geographic Service Boundaries



Sources of Revenue

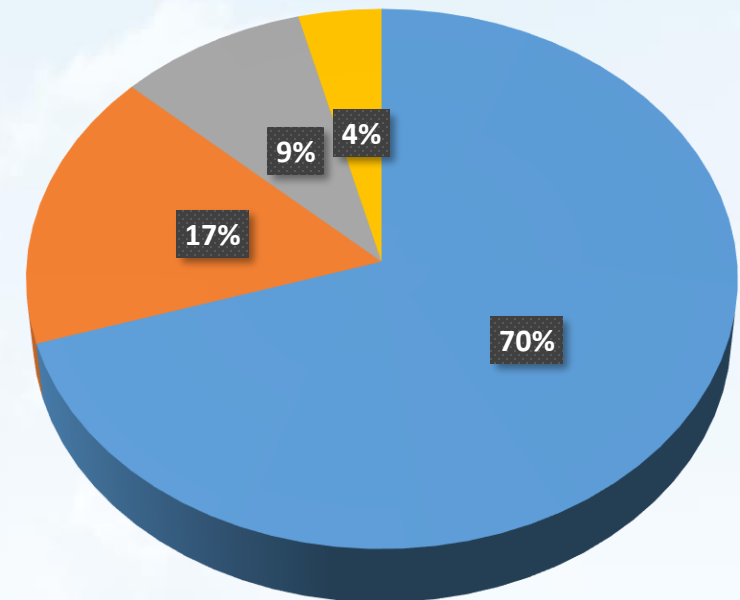
Sources of Income 2024-2025

- SSM London
- Service Canada
- Ministry of Children Community and Social Services.
- Other - Rent Fees Misc
- SSM Bruce
- SSM Windsor



Where the money was used in 2024-2025

- Employment and Skills Development - 70%
- Participants and Accommodations - 17%
- Central Admin. - 9%
- Others - 4%



Board of Directors 2024-2025

Andrew Jardine	Chair
Ryan Van Den Hengel	Treasurer
Scott Sterling	Secretary
Bhupesh Sharma	Director
Jesse Fischer	Director

John Barry	Director
Leslie Jack	Director
Philippa O'Brien	Director
Roy Hardy	Director
Steve Sharpe	Director



LEADS' staff at play





Thank you!

Let LEADS work for you!