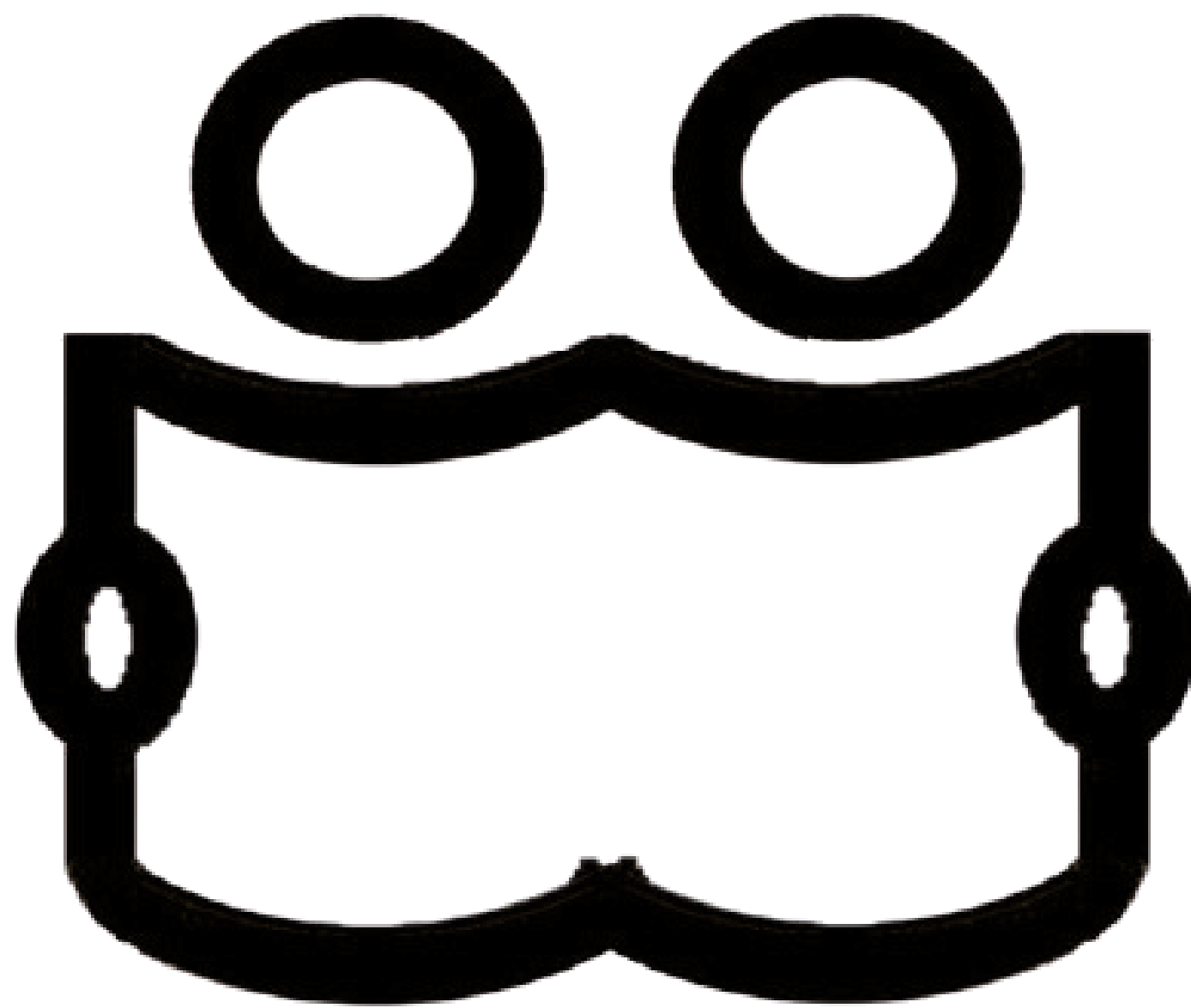


Annual Report

2024 - 2025



East York Learning Experience

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A Message From Our Managing Director

I am delighted to have joined EYLE in May 2025. It is a privilege to be part of an organization that has delivered literacy excellence for nearly 40 years.

In 2024, we welcomed 86 adult learners, each working toward their own personal goals. Through our one-on-one tutoring model, learners made remarkable strides:

- **Over 80% achieved their primary goals**, including improved reading, writing, and digital skills.
- **65% reported greater confidence** in everyday tasks.
- Many went on to **secure jobs** or **continue their education**.

This year we exceeded client satisfaction targets, achieving 111% of our goal, with high satisfaction across service coordination, efficiency, and learner outcomes. These results speak to the strength of our programs and the dedication of our team.

At the heart of our impact are 60+ amazing volunteer tutors, who dedicate their time, knowledge and expertise to our students. Their generosity made personalized, goal-focused support possible— and truly life-changing for our learners.

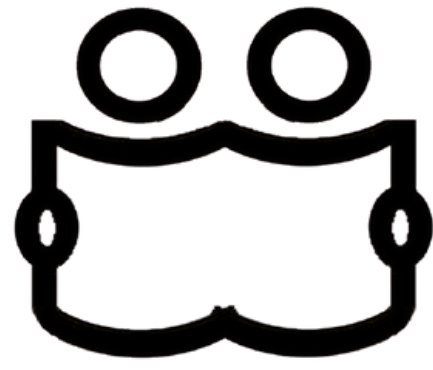
We are inspired daily by stories of progress: a learner attending her first job interview in years, a father helping with homework, a newcomer navigating life with greater independence. We track outcomes up to 12 months after program completion, and the progress continues.

Looking ahead, we are excited to continue our one-on-one literacy programming, our virtual workshops on a variety of literacy topics and our in-person digital literacy classes. In 2024, we remained in Charity Intelligence Canada's Top 100 Rated Charities with a 5 Star rating that highlights our direct impact to the community.

And a big THANK YOU to our Board members, donors and partners. Your belief in the power of literacy continues to transform lives and strengthen our community.

Carolyn Poplak, EYLE Managing Director

“We are inspired daily by stories of progress: a learner attending her first job interview in years, a father helping with homework, a newcomer navigating life with greater independence.”



Who We Are at EYLE

What We Do

We help adults improve their reading, writing, basic math and digital literacy skills. Operating as a charity in East Toronto since 1987, we have helped over 1300 adults build better lives.

Our clients meet weekly in one-to-one sessions with trained, volunteer tutors. They follow an individualized training plan to meet their literacy goals.

Our Mission

EYLE's adult literacy, numeracy and digital literacy programs transform lives and enhance self-worth by empowering individuals to reach their full potential.

DID YOU KNOW?

42% of Canadian adults have low literacy skills. They cannot read or write well enough to:

- Apply for jobs
- Read a newspaper
- Do banking
- Write a letter
- Complete forms

Our Programs

1:1 Tutoring

Our one-on-one tutoring programs are individualized to each learner's goals and gaps in skills. Our tutors specialize in reading and writing, numeracy (including financial literacy and essential mathematics), as well as digital literacy (such as smartphone or computer use, online job applications, and Microsoft365).

Student Workshop Series

Between September and March each year, we offer a series of both in-person and virtual workshops covering a variety of topics.

In 2024, we facilitated the following sessions:

- Time Management & Organizational Skills
 - Test Taking Tips
 - Essay Writing (Parts 1 & 2)
 - Financial Literacy
 - Internet Safety (Parts 1 & 2)
 - Soft Skills for Employment
-

Computer & Smartphone Basics

Each quarter, we offer **Computer Basics** and **Smartphone Basics** courses in small-class sessions.

With 2 facilitators and up to 6 students, learners can develop foundational digital literacy skills. These classes are 2 hours in length, offered in 4 and 6-week long sessions.



Computer Basics (6 weeks)

Topics covered in our **Computer Basics** class include:

- Basic computer terminology
- Internet access & safety
- Email
- An introduction to Microsoft Word

Smartphone Basics (4 weeks)

Topics covered in our **Smartphone Basics** class include:

- Making calls and accessing voicemail
 - Sending and receiving text messages
 - Connecting to Wi-Fi and/or cellular data
 - Installing applications and other software
-



DID YOU KNOW?

Around 84% of jobs in Canada currently require the use of a computer and basic technical skills. Only 30% of Canadians are currently “very prepared with workplace digital skills.” (abclifeliteracy.ca)

Our 5 Pathways

At intake, we assess a client's current skills and help them set goals they can work towards while in our program. Attaining these literacy goals supports a student's transition from EYLE to other employment, educational opportunities, and/or greater personal independence.

Goal Paths:

1

Independence

Read, write, and understand written material to develop greater independence in everyday lives.

2

Employment

Prepare for work, maintain current employment, or develop skills for better employment.

3

Adult Secondary School

Upgrade literacy and math skills to gain entry to adult high school and ultimately achieve a diploma.

4

Post-Secondary

Refine writing and math skills to pass post-secondary entrance tests, write essays, and learn research strategies.

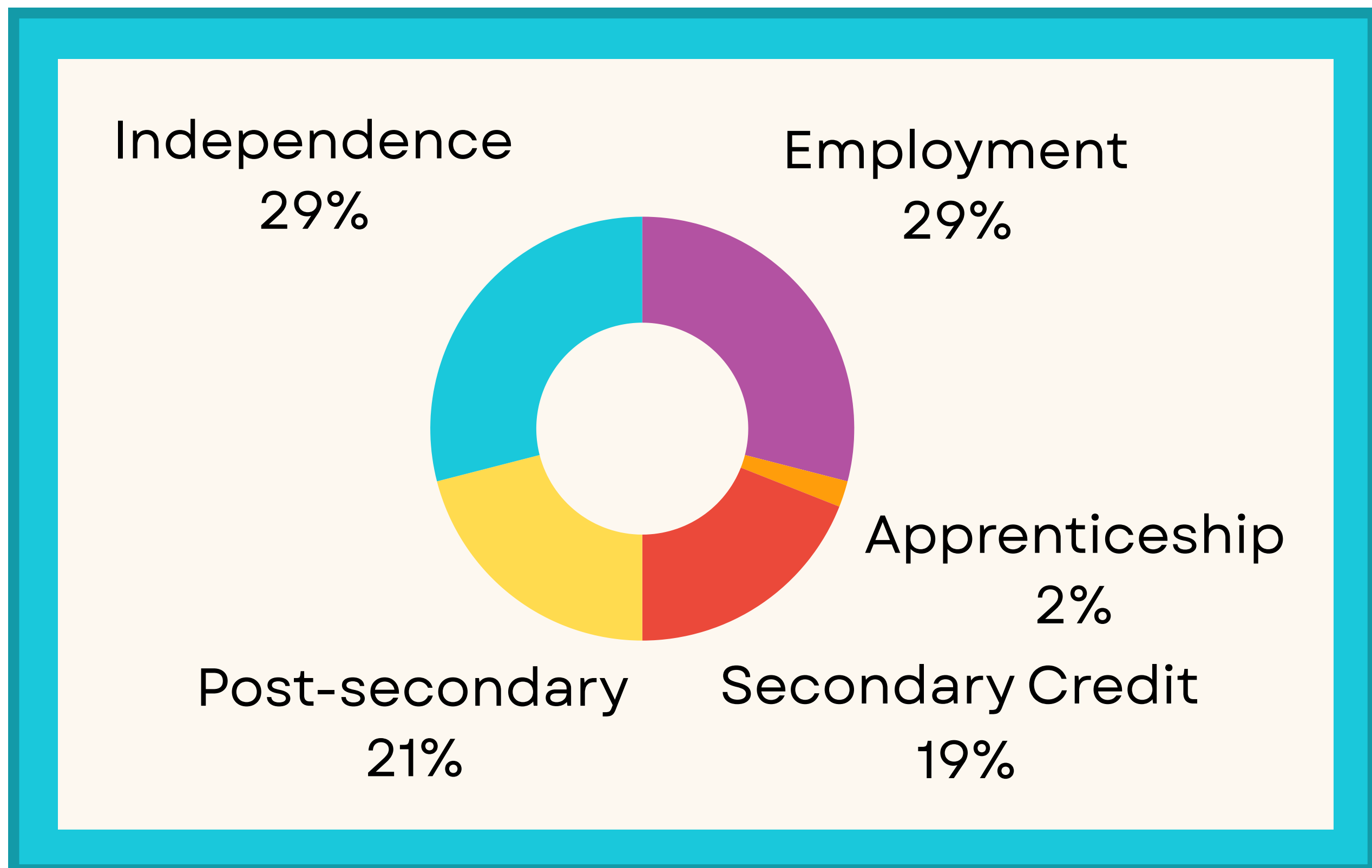
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Apprenticeship

Develop math, reading, and writing skills specific to trades training and employment.

In 2024...

Our Students' Goal Paths



Goal paths represent the overall goal each learner identifies as their main reason for further developing their literacy skills. This directs their training plan development and tutoring sessions while in the program.

“Our tutors give back to the East Toronto community by giving the gift of literacy.”

Our Clients

Our clients hear about us from friends, monthly outreach campaigns, and from other organizations such as Toronto Employment and Social Services. We do continuous year-round intake.



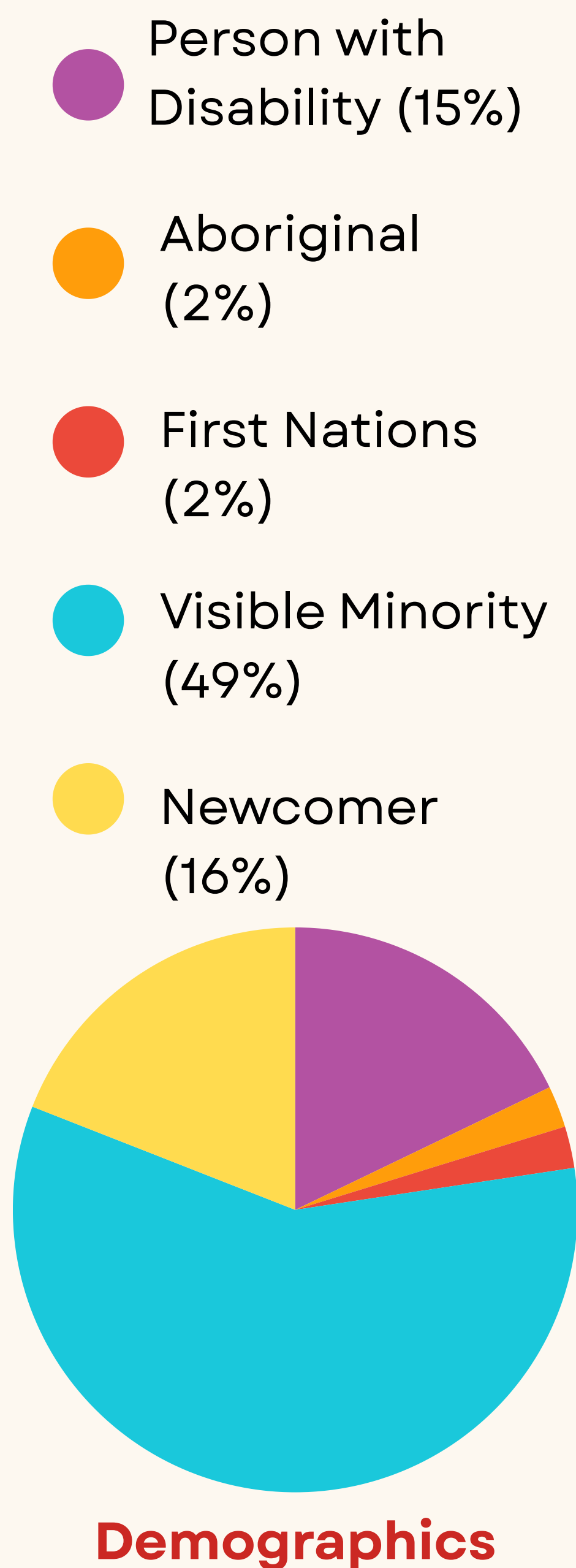
Approximately **half our clients are Canadian-born.** They may have exited high school early, never entered high school, or struggled due to disability or other reasons.

Our client base includes **immigrants from non-English speaking countries** who have learned to speak English, but may not have developed their reading or writing skills.

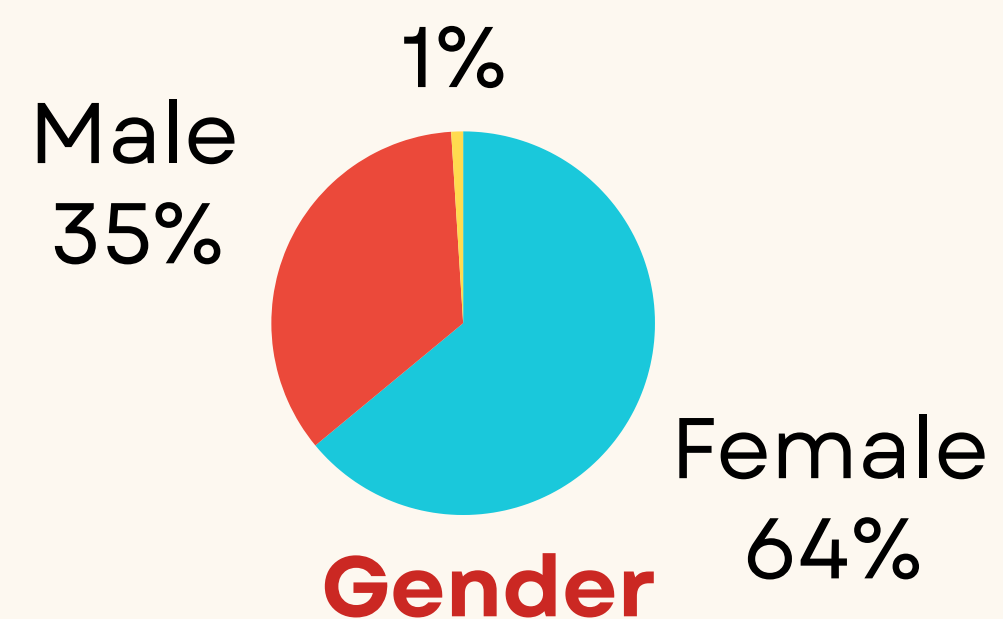
We also serve an **immigrant population from English speaking countries** who may or may not have had the opportunity for formal schooling.

Learner Profiles

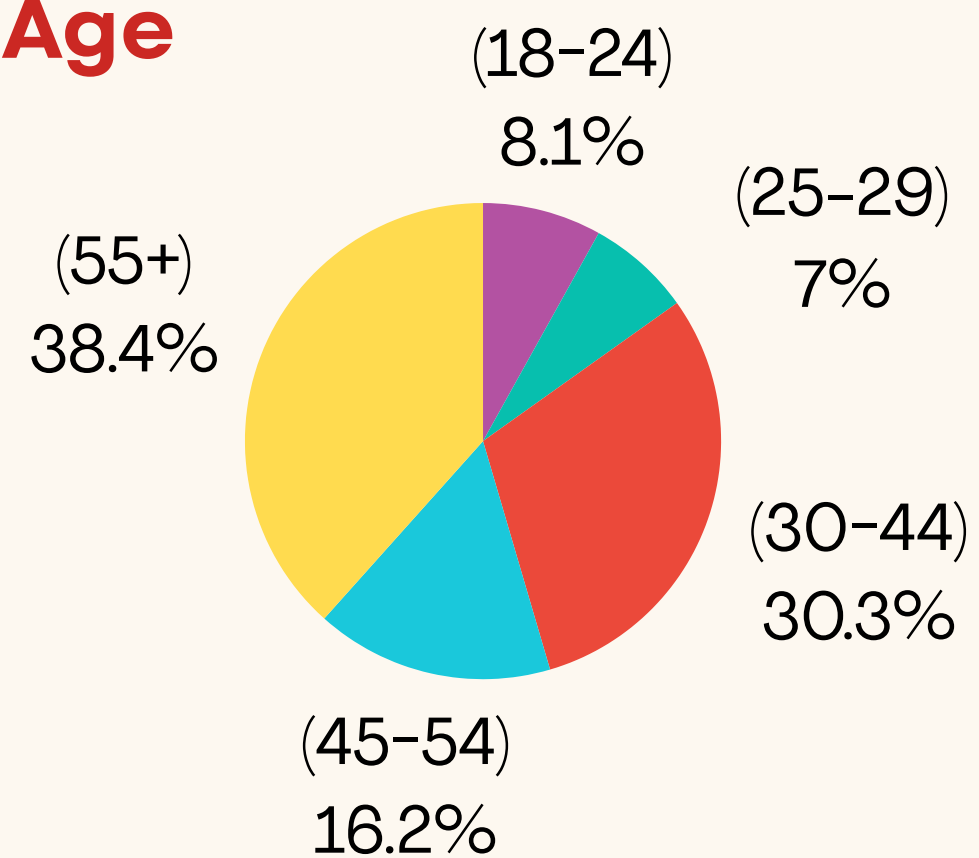
Self-Identified (2024)



Gender



Age



DID YOU KNOW?

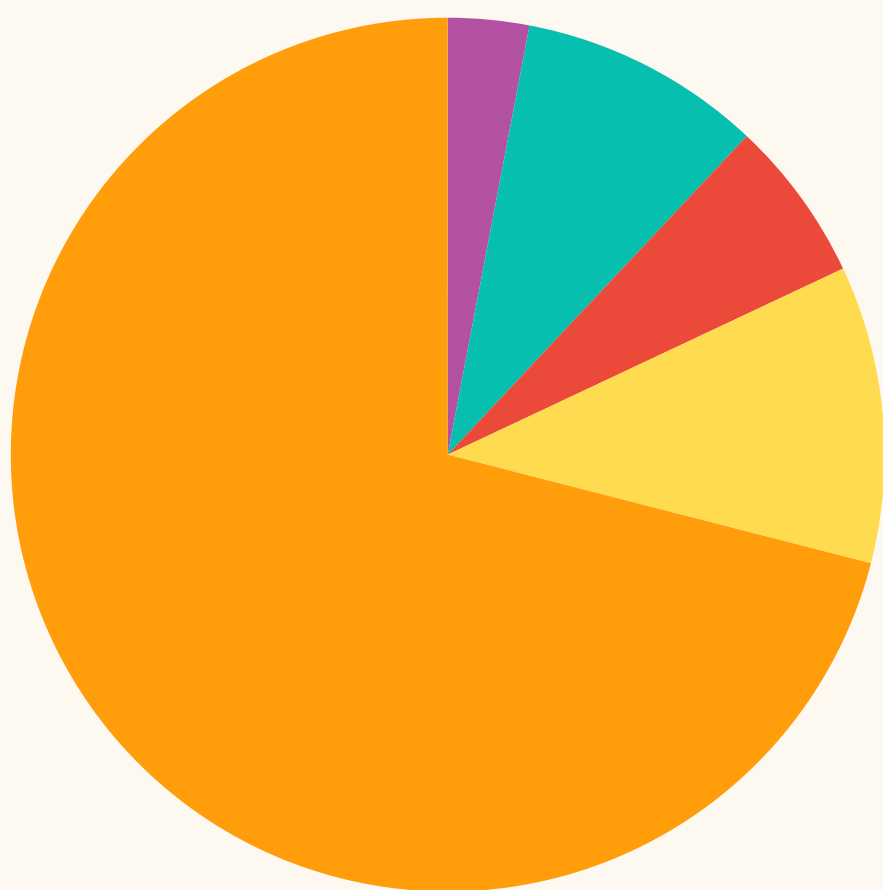
We are the established leader in one-to-one adult literacy in East Toronto. Since 1987, we have served over 1300 students.

Learner Backgrounds

Average time spent living in Canada: 240 months

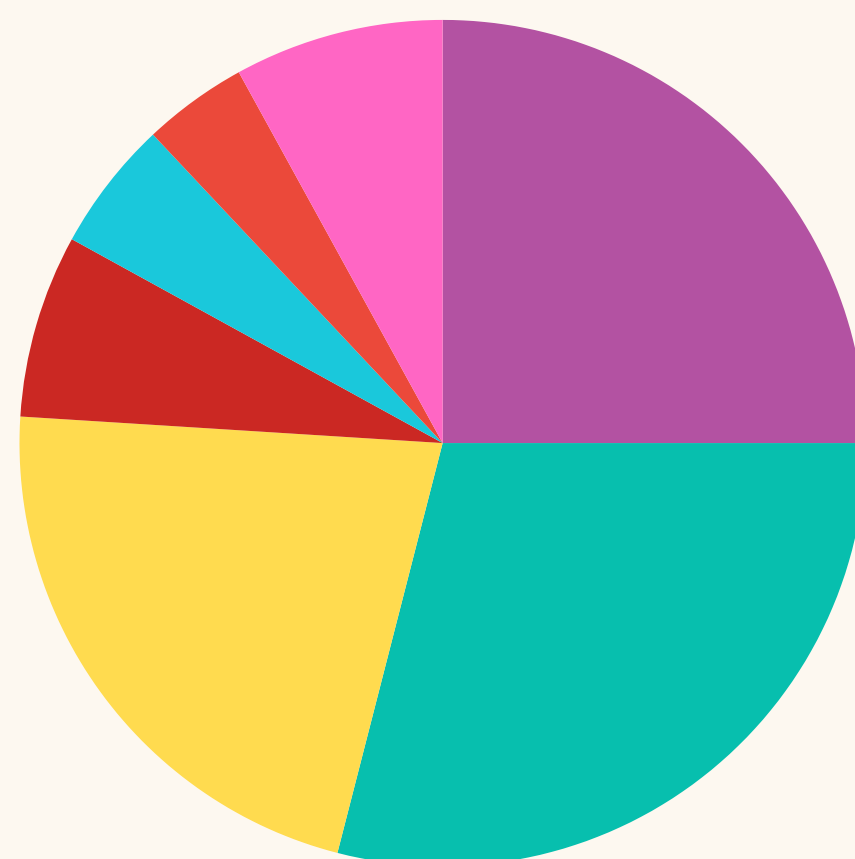
Length of Time in Canada

- 0-6 months (3%)
- 7-12 months (9%)
- 13-36 months (6%)
- 37-60 months (11%)
- >70 months (71%)



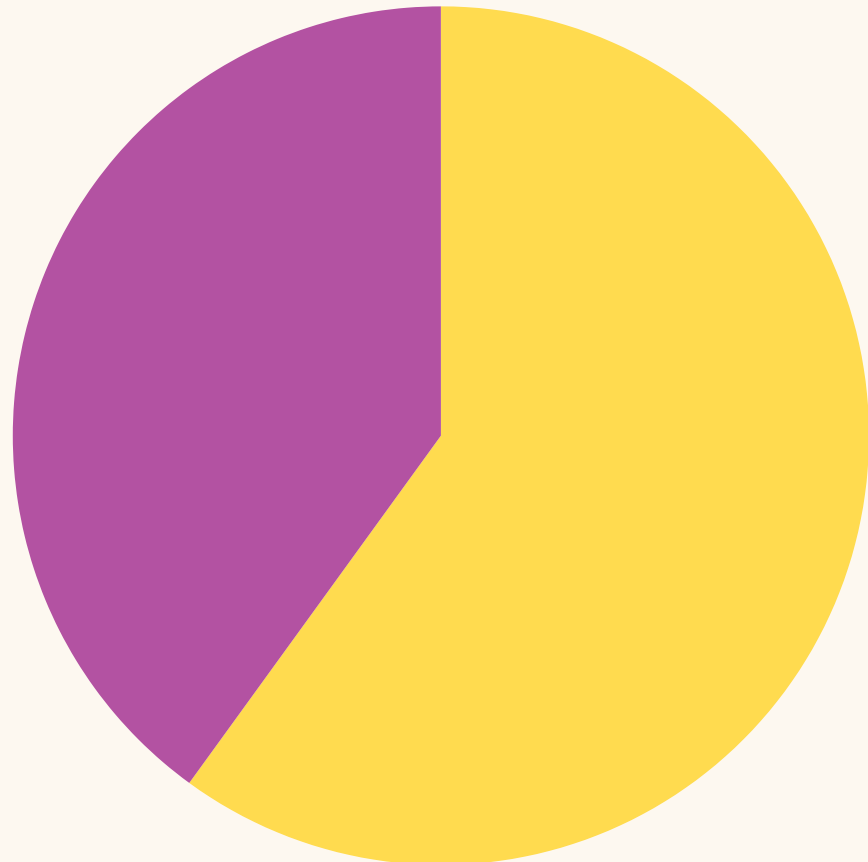
Highest Level of Education Completed

- Grade 8 (25%)
- Grade 9-11 (29%)
- Grade 12 or equivalent (22%)
- Some post-secondary (7%)
- College diploma (5%)
- University degree (4%)
- Post-graduate (8%)



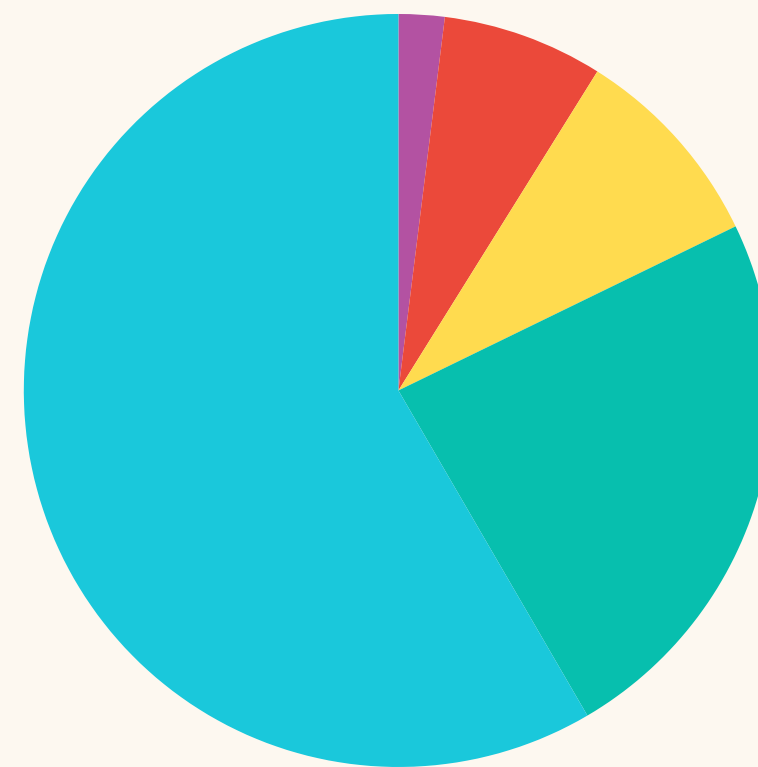
Work & Education Experience

Canada (60%)
Other (40%)



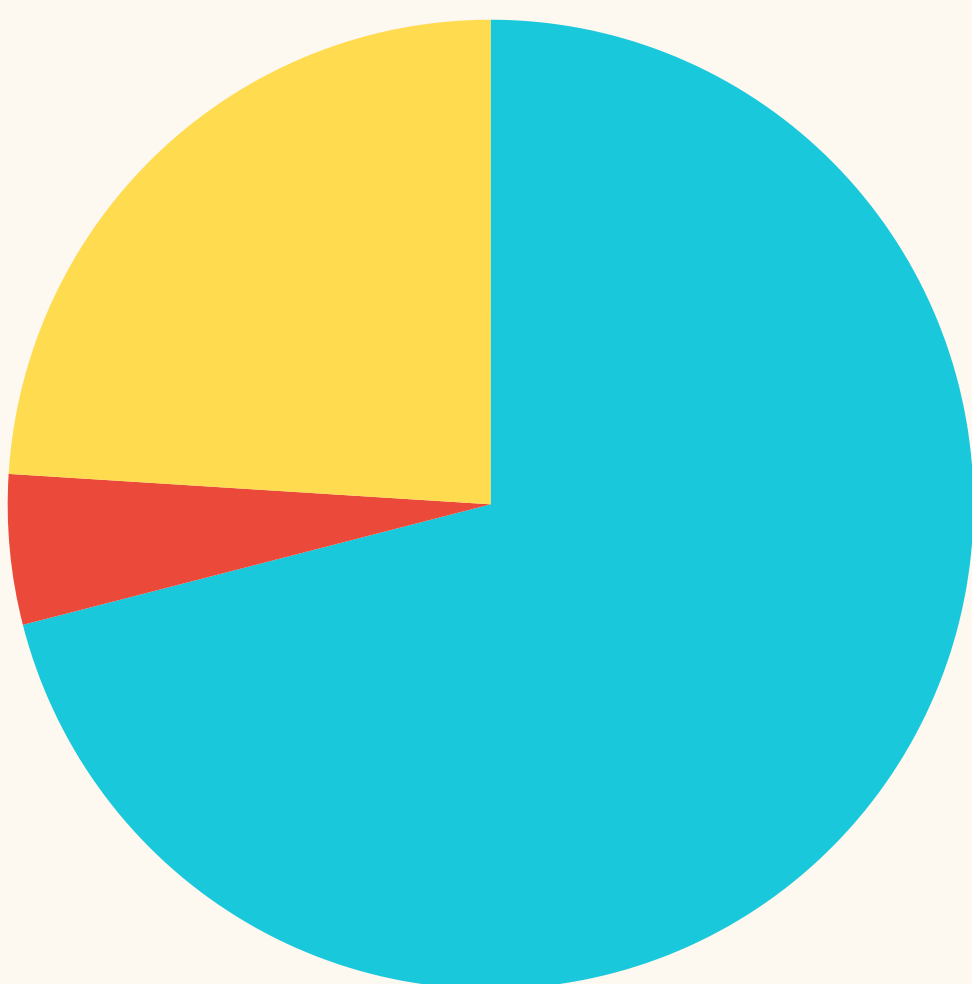
Country of Highest Completed Education

<3 months (2%)
3-6 months (7%)
6-12 months (9%)
1-6 years (24%)
>6 years (59%)



Time Out of Work

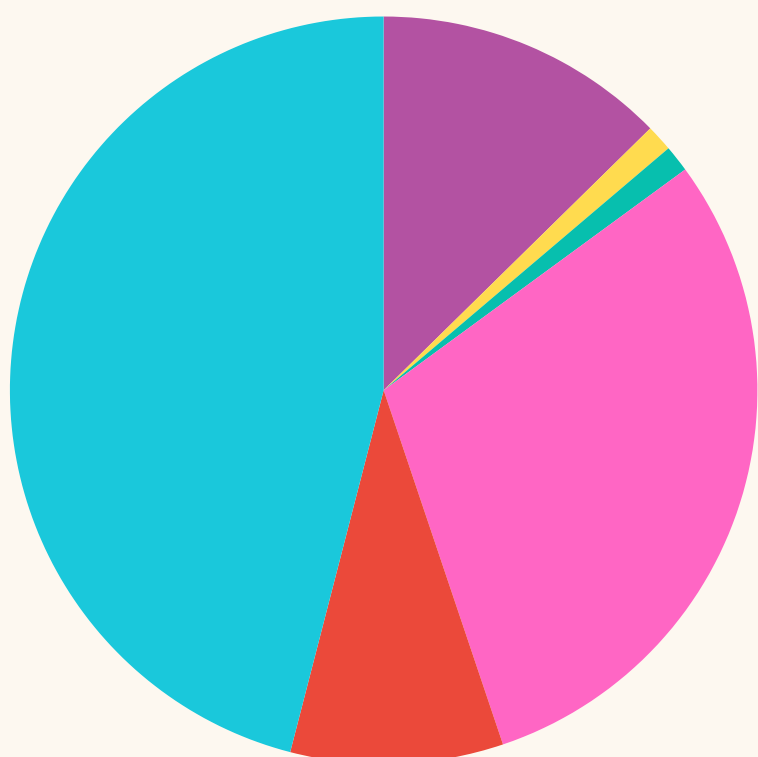
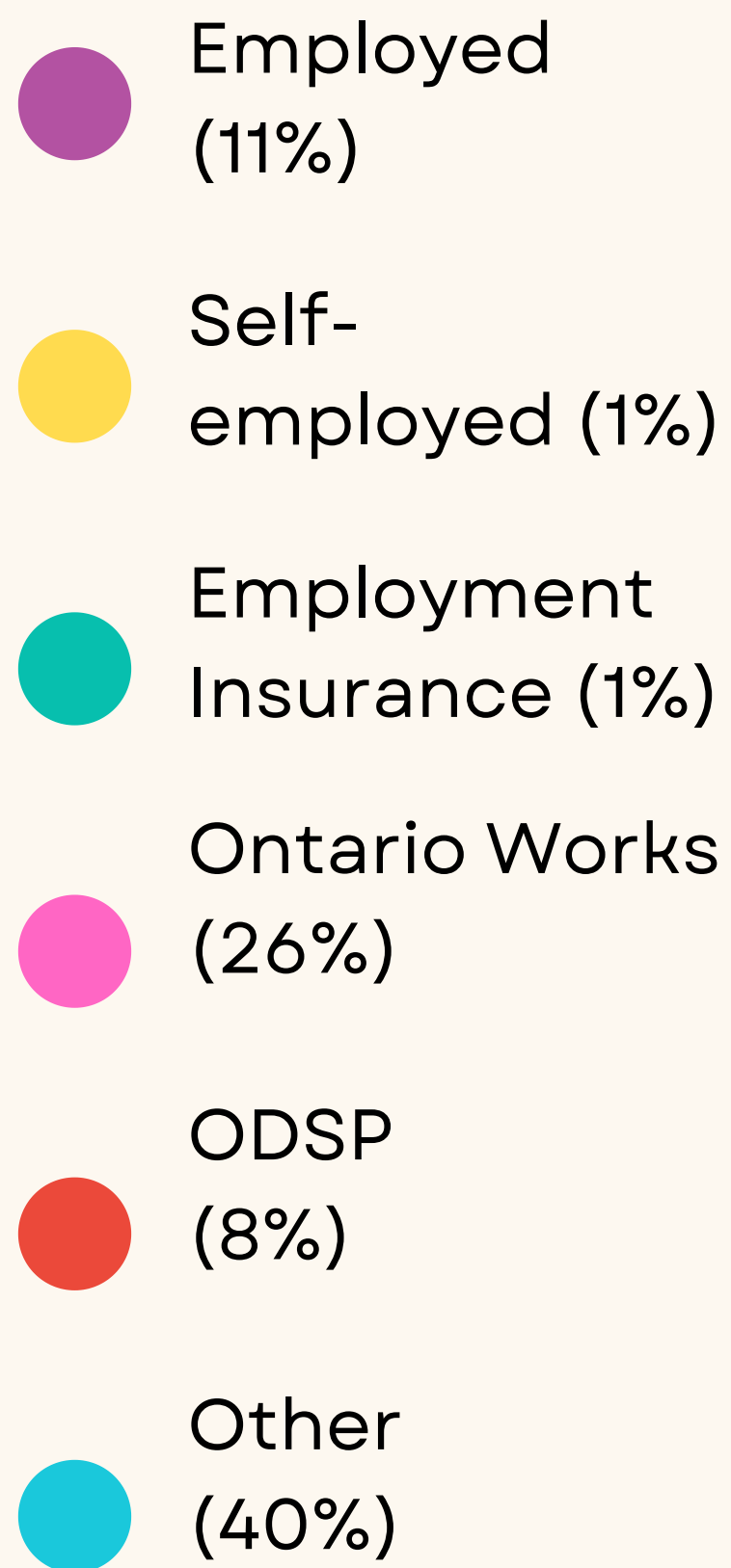
Worked in Canada (71%)
Worked outside of Canada (5%)
No work experience (24%)



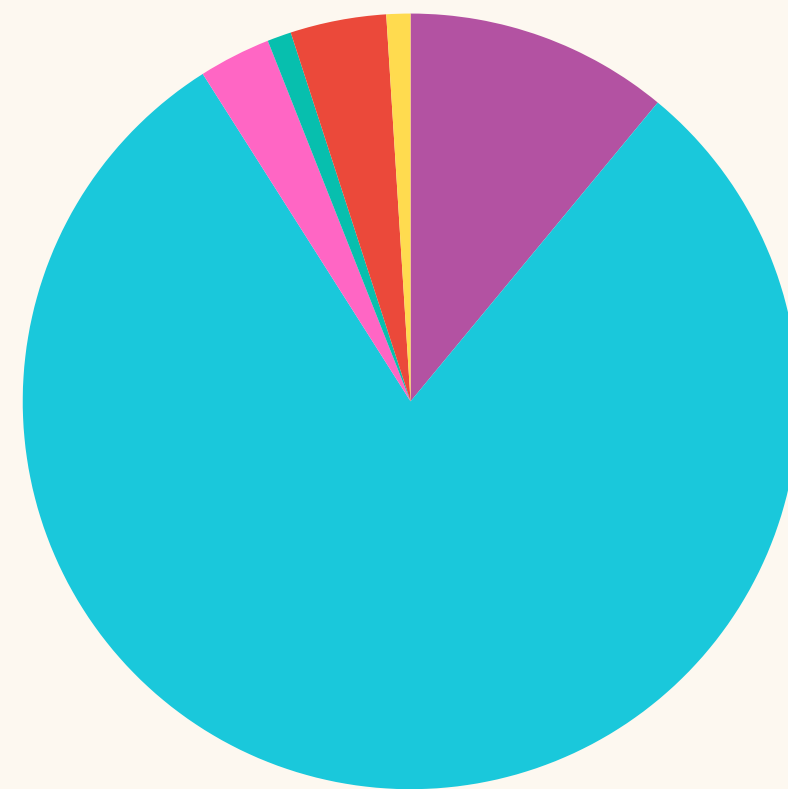
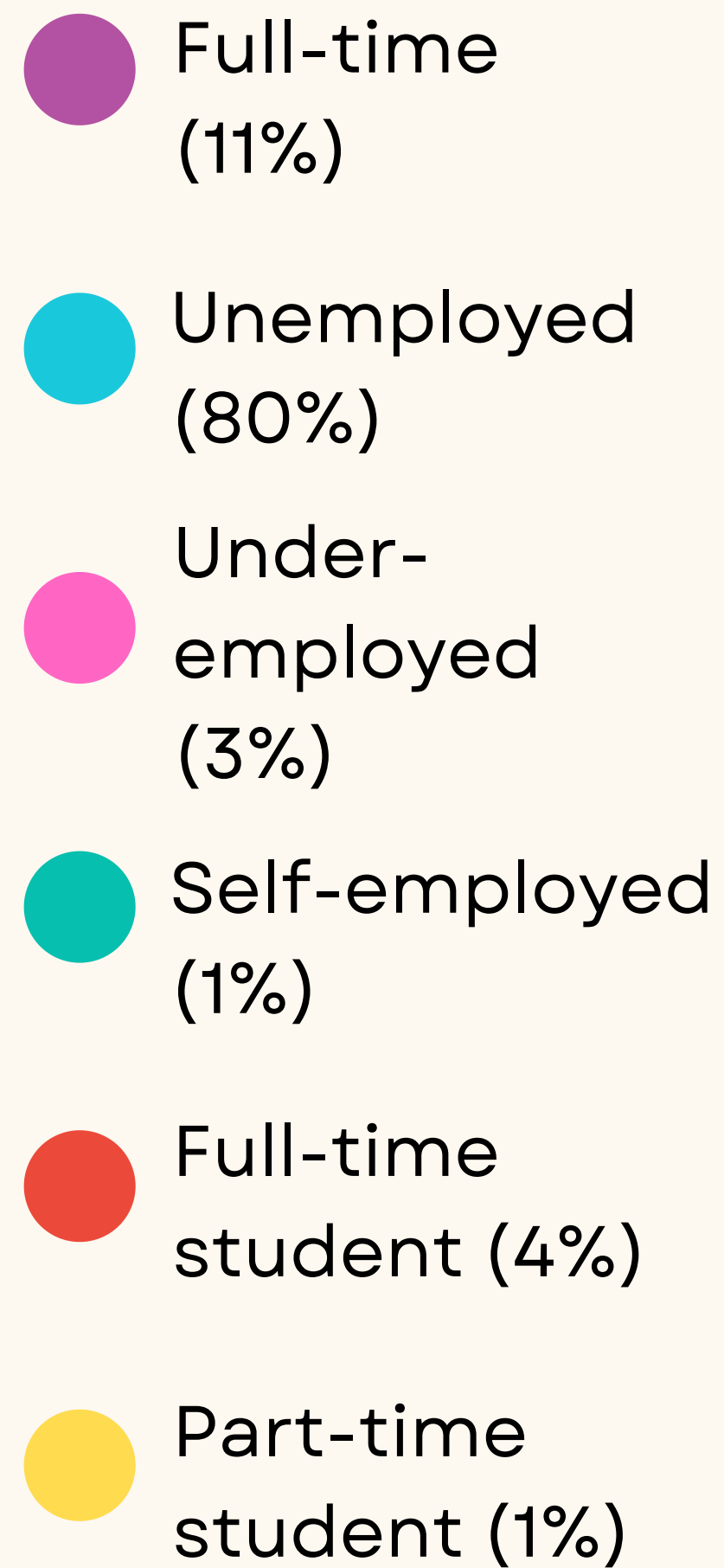
Employment Experience

“EYLE and my tutor provided the support and encouragement for me to keep going in moments when I felt discouraged.”

Source of Income



Labour Force Attachment

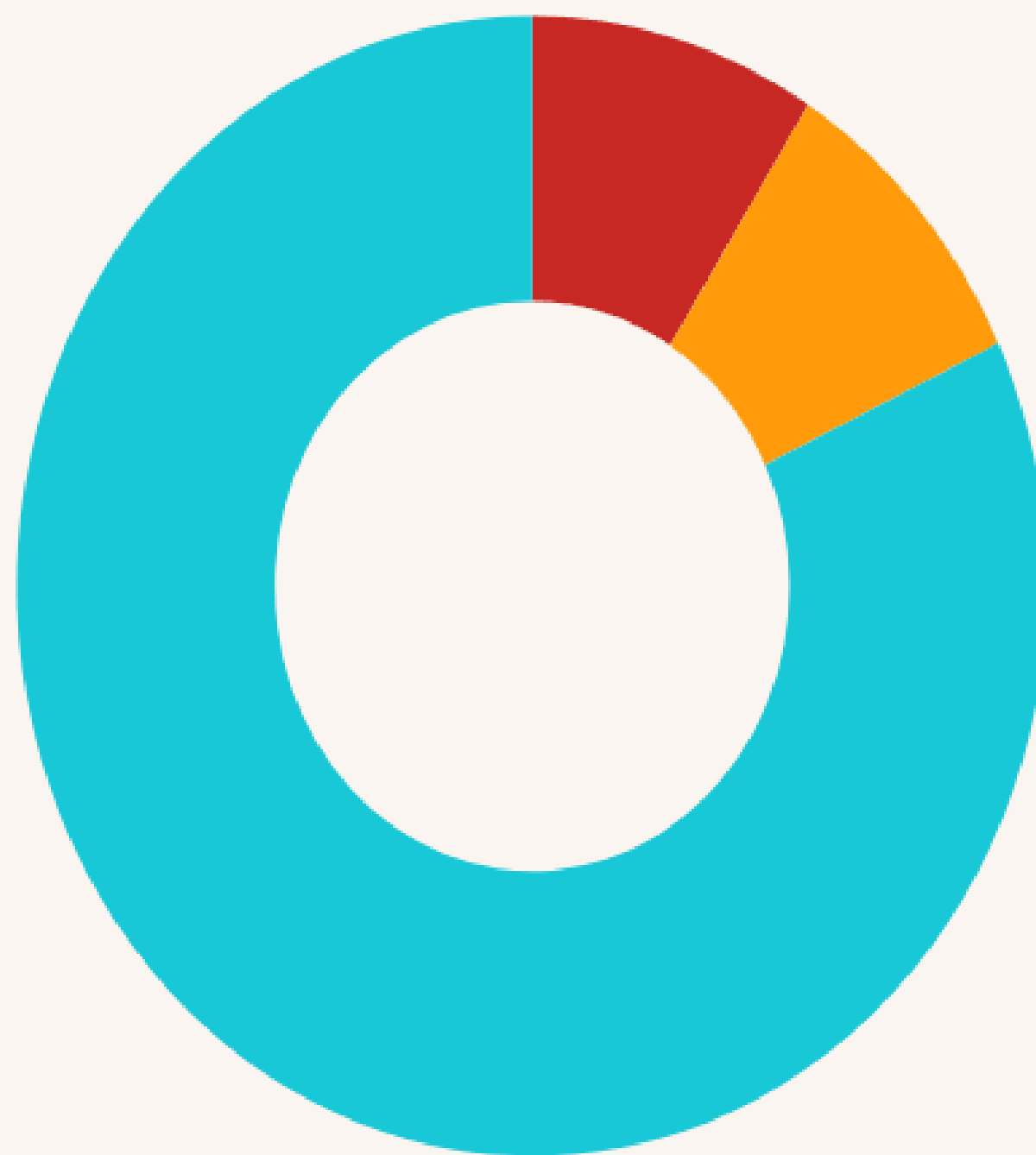


Many of our students are **highly skilled** in their first language, but struggle with literacy in English.

Program Referrals

Referrals to Other Programs (13%)

- Government Services Municipal (9%)
- Ontario Works (9%)
- Other Formal Referral (82%)



DID YOU KNOW?

51% of our clients are referred to us through word-of-mouth alone. Our reputation speaks for itself!

Referrals to Other Community Services (6%)

Newcomer
Services (40%)

Housing
Services (40%)



Legal Services
(20%)



Success Story:

Nalinee's EYLE Journey



My background

I have worked in a bakery, dollar store, cleaned houses, put up drywall, worked with machines in a shop, and taken care of my family but did not know how to read. I watched people work and I learned - no one knew I couldn't read. I've been fooled by others because I couldn't read. I had wanted to be a doctor, but that couldn't happen. I grew up in an abusive home and was kept out of school by my father.

I came to Canada when I was eighteen, met my husband and continued to work as I could. I'm on my own now, caring for my mom and other family members, including my grandson.

Coming to EYLE

I got help through my worker, who asked me "What would you like to do?" I said, "I would like to pick up a newspaper and read it. My kids will see that!" The worker helped me find EYLE.

What Works for Me

All the things I went through in my life have helped me. And for me the church is comforting. I push myself. Even if it's late at night, I start my reading homework. Take it one day at a time and each day you will read a bit more. I think other senses (such as listening, paying attention) seem to kick in when you can't read.

"Take it one day at a time and each day you will read a bit more. I think other senses (such as listening, paying attention) seem to kick in when you can't read."

My Advice

Focus on the exercises and have determination – don't let things hold you back. I wish I'd known about this program. When I'm reading now, I'm recognizing some words. I used to have to spell out each piece (letter or word part). Don't feel ashamed. Get help and speak up. So, surprise! Now I can go to the grocery store and read labels and at home read some of the mail. You will find some of it is hard, but it gets easier day by day. My grandson and I read together every night before he goes to bed.

“I wish I'd known about this program. When I'm reading now, I'm recognizing some words... Now I can go to the grocery store and read labels and at home read some of the mail.”



Our Impact

Student Outcomes at Exit



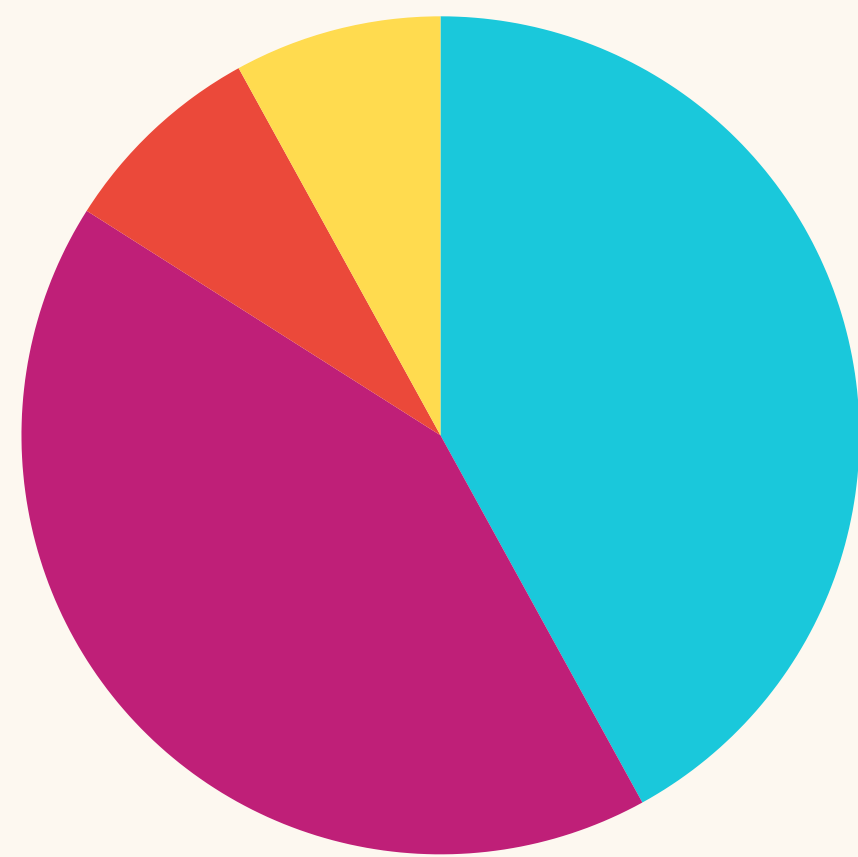
Employed (13%)

- Employed full-time (83%)
- Employed & in education (17%)



In Training or Education (27%)

- Post-secondary (42%)
- Academic upgrading (42%)
- Other education (8%)
- EO Training Initiatives (8%)



QUICK FACTS...

38% of our students achieved their Goal Path of Independence in the year 2024.

“It is a matter of learning, understanding and applying what you have learned to get on track... EYLE is open for everyone who is willing to gain knowledge and obtain another level of learning experience.”

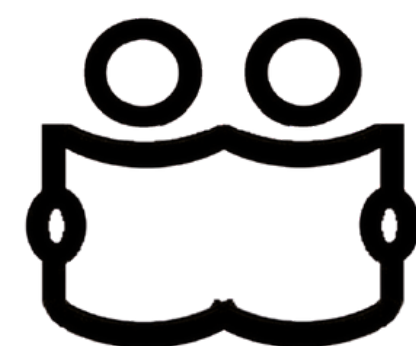
“EYLE is so tiny but punches well above its weight class in how it touches the lives of people and works to empower us in practical ways.”



East York Learning Experience

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East York Learning
Experience