

June 30, 2022

Via e-mail to anna.boyden@ontario.ca

Ms. Anna Boyden
Director
Digital Learning Policy Branch
Advanced Education Learner Supports Division
Ministry of Colleges and Universities
15, 315 Front Street West
Toronto ON M7A 0B8

Dear Anna:

Re: Contact North | Contact Nord 2021-2022 Performance Report

In accordance with Schedule “F” of the three-year Transfer Payment Agreement between the Ministry of Colleges and Universities and Contact North | Contact Nord, I am pleased to attach Contact North | Contact Nord’s 2021-2022 Performance Report.

I am pleased to report Contact North | Contact Nord had another strong fiscal year with:

- 1,689,512 requests for services fulfilled
- 89,962 student course registrations generated
- 1,353 small, remote, rural Indigenous and Francophone communities served

The submission of the attached document meets Contact North | Contact Nord’s final reporting requirements for 2021-2022 as it includes:

1. 2021-2022 Performance Report
2. Audited Financial Statement for the year ended March 31, 2022, as approved by the Contact North | Contact Nord Board of Directors (Section 4 of the Performance Report)

In keeping with our customary review schedule, I suggest we meet during the week of August 8, 2022. Please advise your availability as well as a list of specific questions you have related to the Performance Report so we can address during the review session.

In the meantime, if you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Maxim Jean-Louis', with a horizontal line underneath.

Maxim Jean-Louis
President – Chief Executive Officer

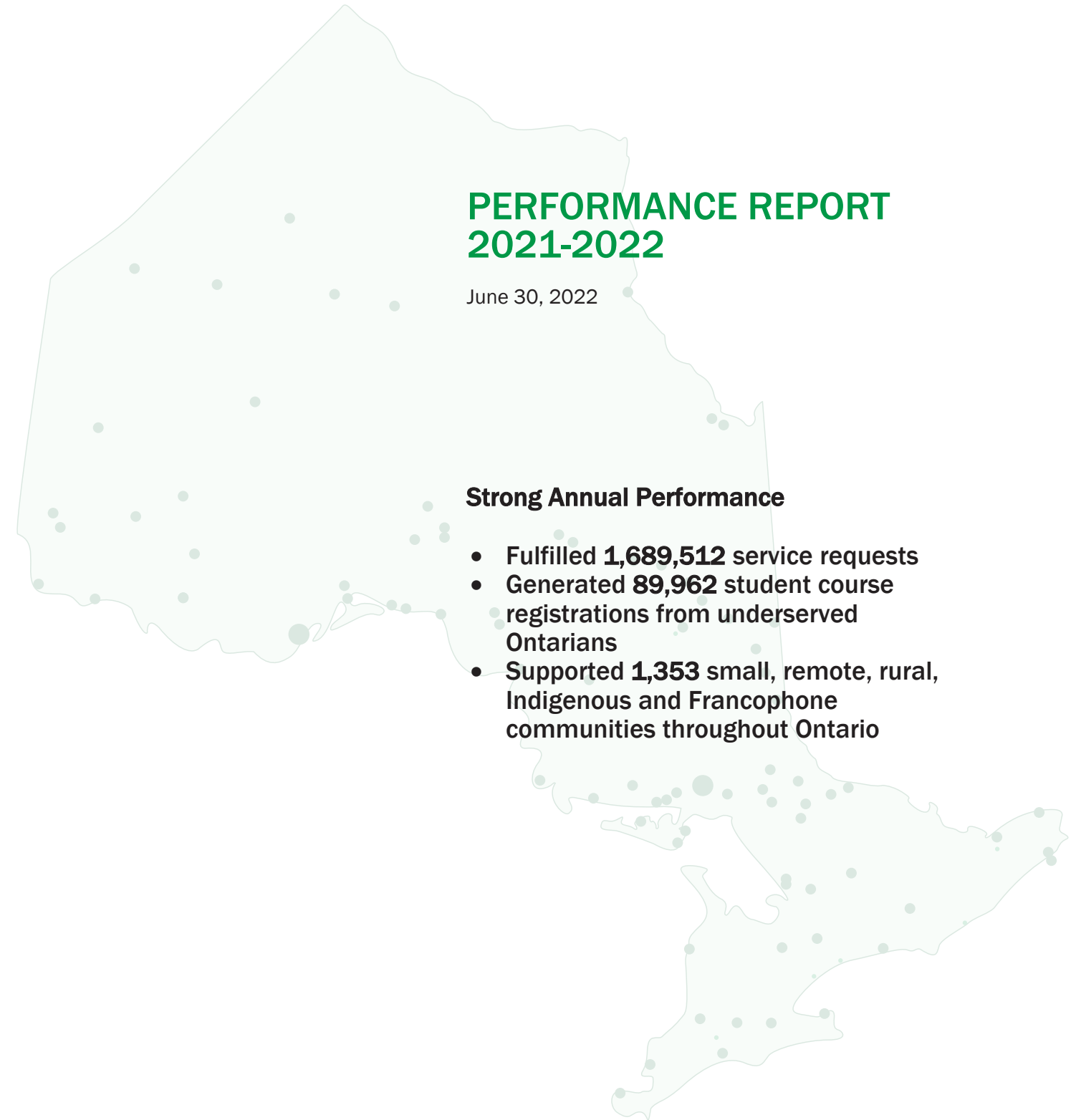
Attachments (1)

PERFORMANCE REPORT 2021-2022

June 30, 2022

Strong Annual Performance

- Fulfilled **1,689,512** service requests
- Generated **89,962** student course registrations from underserved Ontarians
- Supported **1,353** small, remote, rural, Indigenous and Francophone communities throughout Ontario



ONTARIO'S COMMUNITY-BASED BILINGUAL DISTANCE EDUCATION AND TRAINING NETWORK

CONTACT NORTH
CONTACT NORD

Supporting
Rural & Remote Ontario



Ontario's community-based bilingual distance education and training network helps underserved residents in 1,300+ small, rural, remote, Indigenous and Francophone communities access education and training without leaving their communities.

LOCAL SUPPORT SERVICES

For Ontario students

1. Information on online programs and courses
2. Help to register, and information on financial options
3. Free *Help to Study Online Successfully* service
4. Free Technology Support Services
 - IT Technical Hotline
 - Student Technology Loan Service (laptops and Internet)
 - Use of computers and Internet at 78 online learning centres *
 - Use of web conferencing platforms
5. Supervision of exams and tests

* Not all online learning centres may be open at this time.

For Ontario's education and training providers

1. Province-wide student recruitment campaigns in 1,300+ Ontario communities
2. Local support services for students
3. Identification of local education and training needs
4. Digital and technology platform services
 - IT Technical Hotline
 - Digital and technology platform training for faculty and instructors
 - Faculty and instructor resources at teachonline.ca
5. Information on the latest trends, best practices, training opportunities, and teaching resources in online and distance learning on teachonline.ca

For a more detailed description of our services, visit contactnorth.ca/services.

SERVICES DELIVERED IN PARTNERSHIP WITH

24 Public colleges	20 Skills development training providers
25 Public universities	170 Ontario Works offices
9 Indigenous institutes	188 Employment Ontario offices
76 District school boards	78 Community organizations hosting our Online Learning Centres
200 Literacy and basic skills providers	4,282 Community-based organizations

ANNUAL RESULTS FOR ONTARIANS

90,000	student course registrations generated
1.7 million+	service requests fulfilled
50	province-wide recruitment campaigns
350,000+	visitors to Contact North Contact Nord portals
1.7 million+	pageviews
92%	of clients satisfied

ONTARIO'S ONLINE LEARNING PORTALS HOSTED BY CONTACT NORTH | CONTACT NORD

- studyonline.ca for information on 2,600 online programs and 41,000 online courses from Ontario institutions
- e-channel.ca for information on online literacy and basic skills courses in Ontario
- teachonline.ca for resources for faculty and instructors teaching online and at a distance

CONTACT NORTH
CONTACT NORD

Supporting
Rural & Remote Ontario

Ontario

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2021-2022 Performance Report

Contact North | Contact Nord is pleased to present its 2021-2022 Performance Report covering its activities during the period April 1, 2021, to March 31, 2022, under the three-year Transfer Payment Agreement with the Ministry of Colleges and Universities.

Further Information

Maxim Jean-Louis
President – Chief Executive Officer
Contact North | Contact Nord
705-670-4917
maxim@contactnorth.ca

Section 1 – Contact North | Contact Nord Outcomes – Performance Indicator Snapshot, March 31, 2022

Outcome – Performance Indicator	2021-2022 Target	As of March 31, 2022	% of Target at 100% of Fiscal Year
Service Requests	1,365,245	1,689,512	124%
Student Course Registrations	62,400	89,962	144%
Communities Served	1,300	1,353	104%
Ontario Works Office Engagement	170	170	100%
Ontario Works Clients Supported	390	270	69%
Registrations from Ontario Works Clients	1,500	1,387	92%
Employment Ontario Office Engagement	188	188	100%
Employment Ontario Clients Supported	1,953	1,645	84%
Registrations from Employment Ontario Clients	10,000	17,678	177%
Calls to IT Technical Hotline	5,000	10,288	205%
Inquiries to Student Information Hotline	6,480	4,180	65%
Up Time on Distance Delivery Platforms	95%	99.1%	104%
Targeted Recruitment Campaigns (formerly educational partner information sessions)	140	48	34%
Users of Portals	392,419	350,601	89%
Pageviews on Portals	1,256,200	1,699,360	135%

Section 2 – How Contact North | Contact Nord Fulfilled the Project Activities in 2021-2022

1. Registration, Advisory Services and Online Learning Centres	
Activity	Performance Report – March 31, 2022
<p>a. Operate and maintain free of charge, high-touch, local support services in English and French to learners and prospective learners that are within the Target Base using its online learning centres and Access Points. Each online learning centre and Access Point will be operated in a manner conducive to academic study and will offer the following free services to the Target Base, to be scaled according to demand:</p> <p>i. The use of distance delivery platforms (including, by way of example only, web and video conferencing platforms) and computers equipped with Internet access (using the highest connection speeds available);</p> <p>ii. Advisory services including, without limitation:</p> <ul style="list-style-type: none"> • assistance with registration in online courses and programs; 	<p>As of March 31, 2022, 52 of 65 (80%) online learning centres were open and providing on-site services to students and prospective students. The remaining 13 online learning centres were closed as a result of local host restrictions which limited our ability to reopen the locations.</p> <p>During 2021-2022, all Contact North Contact Nord’s online learning centres were closed during the following periods in response to public health measures to address the spread of COVID-19:</p> <ol style="list-style-type: none"> 1) April 1, 2021, to August 3, 2021 2) January 1, 2022, to January 28, 2022 <p>Upon the expiry of the public health measures after each period, Contact North Contact Nord commenced reopening the online learning centres where its local hosts permitted reopening.</p> <p>During all closure periods, Contact North Contact Nord supported students virtually by phone, e-mail, Zoom, text messages or Facebook Messenger.</p> <p>Contact North Contact Nord is targeting to have all online learning centres open and fully operational by September 2022.</p> <p>Contact North Contact Nord updated its COVID-19 Operational Continuity Plan 19 times during the period to reflect the evolving circumstances and any new government public health measures. The organization’s top priority is protecting the health and safety of its employees, clients and visitors accessing its locations.</p>

1. Registration, Advisory Services and Online Learning Centres

Activity	Performance Report – March 31, 2022																												
<ul style="list-style-type: none"> • the provision of current information on available online programs and courses; • the provision of current information on educational financial aid options; • referrals to colleges and universities for career and educational mapping; • referrals to other local educational and employment support services; and • moral support and encouragement. <p>iii. Technical support in respect of the use of on-site computers, tools and equipment;</p> <p>iv. A dedicated quiet study space;</p> <p>v. Exam invigilation services (some provided on a cost recovery basis).</p>	<p><u>Key Outcomes During the Period</u></p> <ul style="list-style-type: none"> • 1,689,512 service requests fulfilled during the period (See Appendix A for a snapshot). • Generated 89,962 student registrations in online courses with the following breakdown: <ul style="list-style-type: none"> • 30,322 College • 17,854 University • 2,848 School Board • 1,614 Literacy and Basic Skills • 37,324 Training • 10,288 support requests to the IT Technical Hotline fulfilled (each support request can take up to 30 minutes to fulfill based on the nature of the request) (included in the 1,689,512 figure in the first bullet point). <table border="1" data-bbox="825 857 1419 1382"> <thead> <tr> <th>Month</th> <th>Number of Requests</th> </tr> </thead> <tbody> <tr><td>April 2021</td><td>1,061</td></tr> <tr><td>May 2021</td><td>1,205</td></tr> <tr><td>June 2021</td><td>968</td></tr> <tr><td>July 2021</td><td>688</td></tr> <tr><td>August 2021</td><td>811</td></tr> <tr><td>September 2021</td><td>1,111</td></tr> <tr><td>October 2021</td><td>682</td></tr> <tr><td>November 2021</td><td>850</td></tr> <tr><td>December 2021</td><td>683</td></tr> <tr><td>January 2022</td><td>828</td></tr> <tr><td>February 2022</td><td>633</td></tr> <tr><td>March 2022</td><td>768</td></tr> <tr><td>Total</td><td>10,288</td></tr> </tbody> </table>	Month	Number of Requests	April 2021	1,061	May 2021	1,205	June 2021	968	July 2021	688	August 2021	811	September 2021	1,111	October 2021	682	November 2021	850	December 2021	683	January 2022	828	February 2022	633	March 2022	768	Total	10,288
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1. Registration, Advisory Services and Online Learning Centres	
Activity	Performance Report – March 31, 2022
b. Secure the facilities for the above-mentioned online learning centres in rent-free space; and	<ul style="list-style-type: none"> • All local online learning centres housed in rent-free space provided by a local community partner. <ul style="list-style-type: none"> • Contact North Contact Nord is frequently required to make a monthly contribution to its host partners to cover a portion of the costs for Internet, cleaning services, and other utilities at the online learning centres. • All partnership agreements for rent-free space up-to-date and managed in a database. • See Appendix B for addresses of the 65 online learning centres.
c. Staff and operate the Student Information Hotline as defined in Schedule B.	<ul style="list-style-type: none"> • Student Information Hotline staffed during advertised operating hours of 8:00 a.m. to 5:00 p.m. Eastern. • Inquiries received after operating hours responded to the next business day. • Student Information Officers responded to 4,180 inquiries (each inquiry can take up to 30 minutes to fulfill based on the nature of the inquiry): <ul style="list-style-type: none"> • 1,845 toll-free number • 1,230 Live Chat • 1,097 e-mail • 8 Facebook Messenger • Nature of inquiries to Student Information Hotline include: <ul style="list-style-type: none"> • Study options for online programs and courses • Information about Contact North Contact Nord’s services, including contact information for local online learning centres • Information on financial aid options (OSAP, scholarships/bursaries, Second Career) • Registration information, admission requirements, and fee information for online programs and courses • Assistance with registering in an online program or course • Information about exam invigilation service and booking exams

1. Registration, Advisory Services and Online Learning Centres	
Activity	Performance Report – March 31, 2022
	<ul style="list-style-type: none"> Contact information for colleges and universities
d. Report on the following metrics in accordance with the reporting requirements outlined in Schedule “F”:	<ul style="list-style-type: none"> See completed table below.

Metric	2021-2022 target	Q1	Q2	Q3	Q4	2021-2022
i. Number of student registrations in online courses and programs directly attributable to the Recipient’s activities and supports	62,400	16,672	32,533	15,929	24,828	89,962
ii. Number and nature of service requests received from the Target Base by the Student Information Hotline	6,480	1,002	963	781	1,434	4,180
iii. User trends and detailed anonymous demographic information for individuals accessing each online learning centre and Access Point	N/A	N/A	N/A	N/A	N/A	See Appendix F for Forum Research Report with demographic information
iv. Number and addresses of online learning centres and Access Points in operation	341	330	330	329	256	266

Metric	2021-2022 target	Q1	Q2	Q3	Q4	2021-2022
See Appendix B for addresses of online learning centres and access points.						

2. Shared and Collaborative Services	
Activity	Performance Report – March 31, 2022
a. Provide its recruitment and local services as a core shared service;	<ul style="list-style-type: none"> Recruitment and local support services to students available to Ontario's: <ul style="list-style-type: none"> 24 public colleges 25 public universities 9 Indigenous institutes 76 district school boards 200 literacy and basic skills providers 20 skills development training providers During the period, 89,962 student course registrations in online courses generated for all categories of providers.
b. Provide Education and Training Providers with data on specific programs and courses not currently available online for which there is learner or labour market demand;	<ul style="list-style-type: none"> 39 requests received for 22 online programs and 17 online courses not currently available and shared with education and training providers. See Appendix C for report.
c. Develop and implement educational partner information sessions in English and French for Educational and Training	<ul style="list-style-type: none"> 48 province-wide targeted recruitment campaigns (formerly educational partner information sessions) for online programs and courses offered by 27 Ontario public colleges and universities (see list below). Contact North Contact Nord hosts an information session to give the college or university an opportunity to present the online program or course to our recruitment

2. Shared and Collaborative Services

Activity

Providers to maximize course and program registrations from the Target Base;

Performance Report – March 31, 2022

teams and answer any questions. The recruitment teams subsequently launch a targeted recruitment campaign to recruit students from rural and remote communities for the online program or course.

College/University	Program/Course
Brock University	Adult Education, Bachelor of Arts Certificate
CannSell	Retail Cannabis training programs
Centennial College	Education Support
Centennial College	Person Centred Planning
Collège Boréal	Gestion des ressources humaines
Collège Boréal	Pratiques en administration de bureau
Collège Boréal	Techniques en administration de bureau
Conestoga College	Micro Credential Panel
Confederation College	Child and Youth Care Accelerated (Indigenous Specialization)
Confederation College	General Arts and Science
Confederation College	Health Informatics
Confederation College	Pre-Health Sciences: Advanced/Certificates
Confederation College	Onajigawin Indigenous Services diploma
Confederation College	Fitness & Health Promotion Diploma
Durham College	Artificial Intelligence Hub
Fleming College	Sales Supervisor Micro-Credential
Georgian College	VR Instructor/Equity Diversity & Inclusion Micro credential

2. Shared and Collaborative Services

Activity	Performance Report – March 31, 2022	
	Lakehead Adult Education Centre	English as a Second Language
	Lakehead Adult Education Centre	Ontario Secondary School Diploma
	Lambton College	Occupational Health Nursing/Micro-credential updates
	Laurentian University/Université Laurentienne	Emergency Management and Business Continuity
	Lighthouse Labs	Coding Challenge
	Loyalist College	Food Service Worker
	Mohawk College	Newcomer Services - Workplace Preparation Program for New Canadians
	Northern College Training Division	Certificate in Occupational Health, Safety & Environmental Systems-COHSES
	Northern College Training Division	Enhancing Workplace Resiliency
	Northern College Training Division	Environmental Management
	Northern College Training Division	Integrated Disability Management
	Northern College Training Division	Psychological Health and Safety in the Workplace-Advanced
Northern College Training Division	Psychological Health and Safety in the Workplace-Basic	

2. Shared and Collaborative Services

Activity	Performance Report – March 31, 2022	
	Northern College Training Division	Psychological Health and Safety in the Workplace-Manager
	NOSM University	Masters of Medical Studies
	OCAD University	Photography & Digital Image Foundations
	OCAD University	Typography Foundations
	Toronto Metropolitan University	Fashion Innovation
	Toronto Metropolitan University	Indigenous Child & Youth Engagement
	Sault College	Accommodation and Human Rights Management, Business, Fetal Alcohol Spectrum Disorder
	Sault College	General Certificate Programs
	Seneca College	Certified Payroll Management program
	Seneca College	Import & Export Business
	Trent University	Criminology Degree Program
	Université de l'Ontario français	Éducation, Introduction à la pédagogie
	Université de l'Ontario français	Gestion et gouvernance des organisations
	University of Guelph Humber	Community & Social Services
	University of Guelph Humber	Justice & Public Safety
	University of Toronto	Risk Management
	University of Windsor	Master of Social Work
	York University	Data Science
d. Engage with those Ontario Works and Employment Ontario offices whose clients include individuals	<ul style="list-style-type: none"> • During the period, Contact North Contact Nord engaged with: <ul style="list-style-type: none"> • 170 Ontario Works offices (65 of these offices are in Indigenous communities) • 188 Employment Ontario offices • An “engaged” Ontario Works or Employment Ontario office is a local office that: 	

2. Shared and Collaborative Services

Activity	Performance Report – March 31, 2022
<p>within the Target Base, to promote, advise and facilitate their clients' enrolment into online courses and programs, as appropriate; and</p>	<ol style="list-style-type: none"> 1) Refers clients who need local access to education and training to the closest Contact North Contact Nord online learning centre for the following eight support services: <ul style="list-style-type: none"> • Assistance with identifying online program and course options to meet the client's specific education and training needs • Assistance with the registration process for the client's selected courses • Assistance with information on additional funding options or special needs services from the education and training provider • Use of computer workstations and Internet access to complete coursework in the client's chosen online programs and courses • Orientation on using the computers at the online learning centre and how to navigate the client's programs and courses • Use of the web conferencing or videoconferencing platforms to connect to live courses • Exam invigilation service • Reporting on attendance when required by Ontario Works or Employment Ontario (only when consent to share is in place with the client) 2) Makes space available in their office for Contact North Contact Nord staff to meet directly with their clients to determine how Contact North Contact Nord can support the client with one or more of the services noted in 1) above. 3) Receives referrals from Contact North Contact Nord for clients who may need its services (this is primarily referrals to Employment Ontario but also includes additional resources that may be available via Ontario Works for clients entering education or training such as assistance with childcare costs, course/training costs and/or supplies). 4) Facilitates consent to share agreement between Ontario Works, Contact North Contact Nord and client and/or Employment Ontario to report on client attendance and course/training programming progress.

2. Shared and Collaborative Services

Activity	Performance Report – March 31, 2022												
<p>e. Provide a suite of free shared services to the Target Base and the Education and Training Providers consisting of the following:</p> <ul style="list-style-type: none"> ○ Web conferencing platform; ○ Videoconferencing platform; ○ Moodle Learning Management System; ○ Training for faculty and instructors of the Education and Training Providers in English and French, on use of the Recipient’s technology platforms to deliver their online programs and courses; and ○ Technical support as further described in Project activity 3 (a) (Information Technology (IT) & Web Services) below. 	<p><u>3 Shared Service Learning Platforms</u></p> <p>Since 2003, Contact North Contact Nord has offered three shared digital and technology platform services for Ontario’s 24 public colleges, 25 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 20 skills development training providers:</p> <ul style="list-style-type: none"> • Web conferencing (currently Adobe Connect, BigBlueButton, Zoom) • Videoconferencing • Moodle Learning Management System <p>Contact North Contact Nord generated 22,937 registrations in 2,115 courses during the period.</p> <p>Digital and technology platform services available 99.1% of the time for student use.</p> <p><u>Training for Faculty and Instructors</u></p> <ul style="list-style-type: none"> • Contact North Contact Nord delivered live training to 336 faculty and instructors from 43 education and training providers during the period on How to Use the Web Conferencing Platform to Teach Effectively (Adobe Connect, BigBlueButton, Zoom). <table border="1" data-bbox="751 1101 1753 1408"> <thead> <tr> <th data-bbox="751 1101 1507 1209">Institution</th> <th data-bbox="1507 1101 1753 1209">Number of Instructors Trained</th> </tr> </thead> <tbody> <tr> <td data-bbox="751 1209 1507 1252">Algoma University</td> <td data-bbox="1507 1209 1753 1252">1</td> </tr> <tr> <td data-bbox="751 1252 1507 1294">Algonquin College</td> <td data-bbox="1507 1252 1753 1294">4</td> </tr> <tr> <td data-bbox="751 1294 1507 1336">Anglican Diocese of Algoma</td> <td data-bbox="1507 1294 1753 1336">1</td> </tr> <tr> <td data-bbox="751 1336 1507 1378">Anishinabek Educational Institute</td> <td data-bbox="1507 1336 1753 1378">4</td> </tr> <tr> <td data-bbox="751 1378 1507 1408">Carleton University</td> <td data-bbox="1507 1378 1753 1408">7</td> </tr> </tbody> </table>	Institution	Number of Instructors Trained	Algoma University	1	Algonquin College	4	Anglican Diocese of Algoma	1	Anishinabek Educational Institute	4	Carleton University	7
Institution	Number of Instructors Trained												
Algoma University	1												
Algonquin College	4												
Anglican Diocese of Algoma	1												
Anishinabek Educational Institute	4												
Carleton University	7												

2. Shared and Collaborative Services

Activity	Performance Report – March 31, 2022	
	Centennial College	6
	Collège Boréal	5
	Conestoga College	1
	Confederation College	11
	Conseil scolaire catholique de district des Grandes Rivières	3
	First Nations Technical Institute	1
	George Brown College	53
	Good Learning Anywhere	8
	Hamilton-Wentworth District School Board	1
	Higher Education Quality Council of Ontario	1
	Lakehead University	41
	Laurentian University	8
	Loyalist College	4
	McMaster University	8
	Ministry of the Solicitor General	56
	Mohawk College	12
	Newmarket Job Skills	1
	Nipissing University	1
	Northern College	6
	Ontario eLearning Consortium	1
	Ontario Public Service	1
	Oshki Pimache-O-Win: The Wenjack Education Institute	7
	Our Lady of The Lake Catholic College School	1
	Royal Military College	1
	Ryerson University	5
	Sault College	4

2. Shared and Collaborative Services

Activity	Performance Report – March 31, 2022	
	Seneca College	2
	The LearningHub	37
	Toronto Catholic District School Board	3
	Université de Hearst	1
	University of Toronto	3
	University of Waterloo	1
	Walpole Island Employment and Training	10
	Western University	1
	Wilfrid Laurier University	1
	Workplace Safety North	2
	York Catholic District School Board	3
	York University	8
	<ul style="list-style-type: none"> • 193 faculty and instructors accessed recordings of Adobe Connect, BigBlueButton, Zoom instructor training sessions during the period. • 19 faculty and instructors requested support for Adobe Connect, BigBlueButton, Zoom by e-mail or telephone. • 6,771 views of the training videos for college, university and Indigenous institute instructors posted to YouTube. • 3,571 views of training videos for e-Channel instructors posted to YouTube. • 64 web conferencing resources available. • 11 videoconferencing resources available. • 4,108 registrations in 35 live webinars for faculty and instructors delivered by 31 world experts as part of the Contact North Contact Nord Webinar Series. • 5,094 views of the recordings of Contact North Contact Nord webinars during the period. 	

2. Shared and Collaborative Services

Activity	Performance Report – March 31, 2022
	<p data-bbox="653 300 898 329"><u>Technical Support</u></p> <ul data-bbox="703 375 1871 1395" style="list-style-type: none"><li data-bbox="703 375 1871 443">• 10,288 support requests to the IT Technical Hotline fulfilled (each support request can take up to 30 minutes to fulfill based on the nature of the request).<li data-bbox="703 448 1871 516">• Examples of frequent technical support requests fulfilled from students for Adobe Connect:<ul data-bbox="751 524 1871 976" style="list-style-type: none"><li data-bbox="751 524 1136 553">• How do I get to my class?<li data-bbox="751 558 1314 587">• How do I get Adobe Connect installed?<li data-bbox="751 592 1745 621">• I cannot connect to Adobe Connect/Unable to log in (need credentials)<li data-bbox="751 626 1394 656">• Where do I find my schedule for my classes?<li data-bbox="751 660 1268 690">• Don't see my class on my schedule<li data-bbox="751 695 1205 724">• I need to change my password<li data-bbox="751 729 1713 758">• I think I am logged into the class, but I don't see anything happening<li data-bbox="751 763 1871 792">• I am connected but I don't hear anything/they don't hear me when I'm speaking<li data-bbox="751 797 1388 826">• Where can I find the recording for my class?<li data-bbox="751 831 1850 976">• Students and instructors may call in to verify if an upcoming new hardware purchase would be compatible with Adobe Connect (for example Chromebook, headset, document camera, tablet stylus)<li data-bbox="703 980 1871 1049">• Examples of frequent technical support requests from instructors using Adobe Connect:<ul data-bbox="751 1057 1871 1395" style="list-style-type: none"><li data-bbox="751 1057 1871 1125">• How can I save the recording? How do I get recordings to my students? Can a class recording be made available offline and where are they stored?<li data-bbox="751 1130 1241 1159">• How do I share my presentation?<li data-bbox="751 1164 1871 1232">• How do I notify my students of schedule of my classes? Or who will notify the students of new schedule or access?<li data-bbox="751 1237 1409 1266">• When will my classes show up in my session?<li data-bbox="751 1271 1451 1300">• How do I get my classes on your Adobe Connect?<li data-bbox="751 1305 1251 1334">• How do I use the Adobe platform?<li data-bbox="751 1339 1163 1395">• I don't have Host privileges

2. Shared and Collaborative Services

Activity	Performance Report – March 31, 2022
	<ul style="list-style-type: none">• Requests to add a teaching assistant to their class and add the appropriate permissions• How do I generate an Adobe Connect Class Student Attendance Report?• How to make a Class Recordings public for guest users? (an instructor may report some of their students are unable to access the class recording URL)• Training on how to use various Adobe Connect pods• Examples of frequent technical support requests from students using Zoom:<ul style="list-style-type: none">• How do I get to my class?• How do I get the Zoom app installed?• I think I am logged into the class, but I don't see anything happening• I am connected but I don't hear anything/they don't hear me when I'm speaking• Examples of frequent technical support requests from faculty using Zoom:<ul style="list-style-type: none">• Request to upgrade a Zoom Basic account to a Zoom Pro account• Assistance with Joining the Contact North Contact Nord Zoom Organization• Comparing application features between Adobe Connect and Zoom for a class lecture• Examples of frequent technical support requests from students using Moodle:<ul style="list-style-type: none">• How do I register for my Moodle classes?• How do I reset my password?• How do I use your platform?• Reporting they are unable to submit an assignment• Reporting sections of their class is missing content (instructor may have not added content)• Examples of frequent technical support requests from faculty using Moodle:<ul style="list-style-type: none">• Reports of students unable to see certain items/content (items may have a setting set to Hide)• Reporting issues with grade reports

2. Shared and Collaborative Services	
Activity	Performance Report – March 31, 2022
f. Report on the following metrics in accordance with the reporting requirements outlined in Schedule “F”:	<ul style="list-style-type: none"> • See completed table on next page.

Metric	2021-2022 target	Q1	Q2	Q3	Q4	2021-2022
i. Number of Ontario Works referral partners engaged	170	170	170	170	170	170
ii. Number of Employment Ontario referral partners engaged	188	188	188	188	188	188
iii. Number of Ontario Works clients supported	390	106	72	49	43	270
iv. Number of Employment Ontario clients supported	1,953	615	396	298	336	1,645
v. Number of online course and program registrations by Ontario Works clients	1,500	384	383	328	292	1,387
vi. Number of online course and program registrations by Employment Ontario clients	10,000	3,644	4,575	4,339	5,120	17,678
vii. Number of courses supported on the Recipient’s shared technology platforms	1,652	435	718	164	798	2,115
viii. Number of faculty and instructors trained on the use of the Recipient’s online delivery tools and resources	500	7	45	73	211	336
ix. Number and descriptions of education partner information	140	23	7	4	14	48

Metric	2021-2022 target	Q1	Q2	Q3	Q4	2021-2022
sessions organized for education and training providers						

3. Information Technology (IT) & Web Services

Activity	Performance Report – March 31, 2022
<p>i. Provide technical support services in English and French from 7:30 a.m. to 10:30 p.m. Eastern Standard Time, Monday to Friday, for all of the Recipient's information technology resources used by students, faculty, instructors and any other stakeholders, as required;</p>	<ul style="list-style-type: none"> • Technical support provided for students, faculty, instructors from Ontario's 24 public colleges, 25 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 20 skills development training providers and other stakeholders as required during the advertised time during the period. • 10,288 support requests to the IT Technical Hotline fulfilled (each support request can take up to 30 minutes to fulfill based on the nature of the request). <ul style="list-style-type: none"> • Examples of frequent technical support requests fulfilled from students for Adobe Connect: <ul style="list-style-type: none"> • How do I get to my class? • How do I get Adobe Connect installed? • I cannot connect to Adobe Connect/Unable to log in (need credentials) • Where do I find my schedule for my classes? • Don't see my class on my schedule • I need to change my password • I think I am logged into the class, but I don't see anything happening • I am connected but I don't hear anything/they don't hear me when I'm speaking • Where can I find the recording for my class? • Students and instructors may call in to verify if an upcoming new hardware purchase would be compatible with Adobe Connect (for example Chromebook, headset, document camera, tablet stylus) • Examples of frequent technical support requests from instructors using Adobe Connect: <ul style="list-style-type: none"> • How can I save the recording? How do I get recordings to my students? Can a class recording be made available offline and where are they stored? • How do I share my presentation?

3. Information Technology (IT) & Web Services

Activity	Performance Report – March 31, 2022
	<ul style="list-style-type: none">• How do I notify my students of schedule of my classes? Or who will notify the students of new schedule or access?• When will my classes show up in my session?• How do I get my classes on your Adobe Connect?• How do I use the Adobe platform?• I don't have Host privileges• Requests to add a teaching assistant to their class and add the appropriate permissions• How do I generate an Adobe Connect Class Student Attendance Report?• How to make a Class Recordings public for guest users? (an instructor may report some of their students are unable to access the class recording URL)• Training on how to use various Adobe Connect pods• Examples of frequent technical support requests from students using Zoom:<ul style="list-style-type: none">• How do I get to my class?• How do I get the Zoom app installed?• I think I am logged into the class, but I don't see anything happening• I am connected but I don't hear anything/they don't hear me when I'm speaking• Examples of frequent technical support requests from faculty using Zoom:<ul style="list-style-type: none">• Request to upgrade a Zoom Basic account to a Zoom Pro account• Assistance with Joining the Contact North Contact Nord Zoom Organization• Comparing application features between Adobe Connect and Zoom for a class lecture• Examples of frequent technical support requests from students using Moodle:<ul style="list-style-type: none">• How do I register for my Moodle classes?• How do I reset my password?

3. Information Technology (IT) & Web Services	
Activity	Performance Report – March 31, 2022
	<ul style="list-style-type: none"> • How do I use your platform? • Reporting they are unable to submit an assignment • Reporting sections of their class is missing content (instructor may have not added content) • Examples of frequent technical support requests from faculty using Moodle: <ul style="list-style-type: none"> • Reports of students unable to see certain items/content (items may have a setting set to Hide) • Reporting issues with grade reports
<p>ii. Manage and maintain the Recipient’s online portals and websites. The Recipient will ensure that the information presented on each of its online portals and websites remains current and up-to-date at all times.</p>	<ul style="list-style-type: none"> • Three Contact North Contact Nord portals (English and French) available during the period for student and general public use. • During the period, 350,601 users generated 1,699,360 pageviews on portals: <ul style="list-style-type: none"> ○ 243,710 users generated 1,466,118 pageviews on studyonline.ca / etudiezenligne.ca. ○ 79,565 users generated 186,231 pageviews on contactnorth.ca / contactnord.ca. ○ 27,326 users generated 47,011 pageviews on e-channel.ca / apprentissageenligne.ca. • Collection of online program and course information during the period for the Fall 2021, Winter 2022, and Spring/Summer 2022 academic semesters for posting to studyonline.ca / etudiezenligne.ca. • Collection of information on short courses and micro-credential programs and courses from Ontario’s colleges, universities, and Indigenous institutes for inclusion in the search tool on studyonline.ca / etudiezenligne.ca. • Updating current information is an ongoing process to ensure portal is current and up to date. • Portals monitored continuously throughout the period to ensure posted content is current and up to date.

3. Information Technology (IT) & Web Services	
Activity	Performance Report – March 31, 2022
	<ul style="list-style-type: none"> • Web portals continuously reviewed throughout the period for compliance with the <i>Accessibility for Ontarians with Disabilities Act</i>, corrections completed and training provided to all staff involved in creating content for posting to portals to maintain compliance.
<p>iii. Manage, maintain and ensure the security, performance, stability and reliability of the Recipient’s information technology infrastructure, including without limitation, Internet connectivity, telecommunications, hardware, software, web conferencing and videoconferencing platforms, and the Moodle learning management system;</p>	<ul style="list-style-type: none"> • All information technology infrastructure managed appropriately during the period to ensure high quality services delivered for students and education and training providers.
<p>iv. Undertake to deliver uninterrupted services (i.e., less than 5% downtime during service hours) in connection with the IT and Web Service resources utilized by students, faculty, instructors, staff, and other stakeholders to whom the Recipient is providing its services;</p>	<ul style="list-style-type: none"> • Contact North Contact Nord reported 99.1% up time on its services during the period. • Transition of the major business systems to the cloud in 2019-2020 supported the delivery of support services to students and education and training providers as well as to Contact North Contact Nord staff during the closure of the operations centres and online learning centres during the period.
<p>v. Continually enhance broadband Internet access at online learning centres as service becomes</p>	<ul style="list-style-type: none"> • No upgrades during the period.

3. Information Technology (IT) & Web Services	
Activity	Performance Report – March 31, 2022
available/improved in Target Base communities; and	
vi. Develop, manage and maintain the Information Technology (IT) and communications infrastructure necessary to perform the Project activities described in this Agreement and to meet the objectives and obligations (including, without limitation, its reporting obligations) set out herein.	<ul style="list-style-type: none"> All IT and communications infrastructure managed and maintained during the period to perform Project activities, including reporting requirements.
vii. Report on the following metrics in accordance with the reporting requirements outlined in Schedule “F”:	<ul style="list-style-type: none"> See completed table below.

Metric	2021-2022 target	Q1	Q2	Q3	Q4	2021-2022
Number and nature of IT support requests fulfilled; and	5,000	3,234	2,610	2,215	2,229	10,288
Up time on distance delivery platforms per operating system reports	95%	99.4%	99.9%	99.8%	97.5%	99.1%

4. Communications and Marketing	
Activity	Performance Report – March 31, 2022
i. Develop and implement strategies to maximize student registrations in online programs and courses offered by the Education and Training Providers to the Target Base;	<p>During the period, Contact North Contact Nord undertook the following strategies:</p> <ul style="list-style-type: none"> • Continuous marketing and promotion of online programs and courses available to residents in the 1,300+ small, remote, rural, Indigenous and Francophone communities. • Residents in these communities are served via local recruitment activities by staff in local online learning centres, via the province-wide Student Information Hotline, and its studyonline.ca / etudiezenligne.ca and e-channel.ca / apprentissageenligne.ca portals for students and prospective students. • Executed 48 targeted recruitment campaigns during the period.
ii. Develop and implement marketing and communication strategies to enhance and promote awareness of the Recipient’s services within the Target Base using a combination of traditional and digital media platforms (e.g., social media, Google Ads, radio, print, etc.);	<ul style="list-style-type: none"> • Used Google Adwords to drive traffic to the studyonline.ca / etudiezenligne.ca portal for students and prospective students. <ul style="list-style-type: none"> ○ During the period, 243,710 users generated 1,466,118 pageviews on both portals • Corporate Facebook page maintained to engage with students and prospective students. • Corporate Twitter page maintained to engage with students and prospective students. • Corporate LinkedIn page maintained to engage with students and prospective students. <p>See Appendix D for the quarterly report on social media activity.</p>
iii. Provide information about its services to current and prospective learners within the Target Base and to its Education and Training Providers;	<ul style="list-style-type: none"> • Contact North Contact Nord engages with 4,282 local organizations across Ontario to recruit and support underserved Ontarians.

4. Communications and Marketing	
Activity	Performance Report – March 31, 2022
iv. Engage with stakeholders on the Recipient’s activities and strategic direction;	<ul style="list-style-type: none"> • During the period, Contact North Contact Nord provided regular updates to its stakeholders on activities and strategic directions, including: <ul style="list-style-type: none"> ○ Ontario’s education and training providers ○ Local partners who host the 63 local online learning centres (Contact North Contact Nord has 65 online learning centres, which includes the Sudbury and Thunder Bay Operations Centres. The operations centres are located in rented space and therefore only 63 are hosted in rent-free space) and 201 access points ○ Provincial and local decision-makers
v. Track and analyze the results of marketing campaigns including, without limitation, engagement and conversion metrics related to its social media and digital marketing initiatives; and	<ul style="list-style-type: none"> • During the period, 243,710 users generated 1,466,118 pageviews on the studyonline.ca / etudiezenligne.ca portals for students and prospective students. • During the period, 27,326 users generated 47,011 pageviews on e-channel.ca / apprentissageenligne.ca portal for students and prospective students. • See Appendix D for the quarterly report on social media activity.
vi. Adhere to the public communications protocol with the Province attached as Schedule “H”.	<ul style="list-style-type: none"> • All communications protocols adhered to.
vii. Report on the following metrics in accordance with the reporting requirements outlined in Schedule “F”: i. Social media reach and engagement metrics supported by reports issued by each platform provider;	<ul style="list-style-type: none"> • See Appendix D for the quarterly report on social media activity. • During the period, 243,710 users generated 1,466,118 pageviews on the studyonline.ca / etudiezenligne.ca portals for students and prospective students. • During the period, 27,326 users generated 47,011 pageviews on e-channel.ca / apprentissageenligne.ca portal for students and prospective students.

4. Communications and Marketing	
Activity	Performance Report – March 31, 2022
<ul style="list-style-type: none"> ii. Conversion and engagement metrics for each media campaign; and iii. Detailed web traffic stats (categorized by site). 	

5. Survey	
Activity	Final Report – March 31, 2022
<p>a. Engage a third party to conduct a survey to assess and evaluate the impact of the Recipient’s services on its clients’ academic program completion rates and employment rates; and</p>	<ul style="list-style-type: none"> • Forum Research report included in Appendix F. • The report covers the clients served by the online learning centres supported by this Transfer Payment Agreement. • Forum Research’s data files with the responses from each client is available to the Ministry for further analysis.
<p>b. Report on the following metrics in accordance with the reporting requirements outlined in Schedule “F”:</p> <ul style="list-style-type: none"> i. Survey results demonstrating the direct impact of the Recipient’s services on its clients’ academic program completion rates of clients using its services within the Target Base; and ii. Survey results demonstrating the direct impact of the Recipient’s services on its clients’ employment rates 	<ul style="list-style-type: none"> • See pages 10 to 11 of Forum Research report in Appendix F.

6. Administration

Activity	Final Report – March 31, 2022
<p>a. Staff, office space rentals in respect of its Sudbury and Thunder Bay Operations Centres, and appropriate equipment and technology to support its operations;</p>	<p><u>Staff</u></p> <ul style="list-style-type: none"> • As of March 31, 2022, Contact North Contact Nord had the following staff complement in communities across the province: <ul style="list-style-type: none"> ○ Total staff = 210 ○ Full-time staff = 85 ○ Part-time staff = 125 • As of March 31, 2022, Contact North Contact Nord had 33 open recruitment processes, 31 of which are for key front-line staff, including Education & Training Advisors, Education & Training Representatives and Student Recruitment & Services Representatives in communities where recruiting staff is challenging. <p><u>Operations Centres</u></p> <ul style="list-style-type: none"> • Leases in place for the Sudbury Operations Centre (expiry February 28, 2023, with option to renew for five additional years) and Thunder Bay Operations Centre (expiry November 30, 2022, with option to renew for five additional years). • The Sudbury Operations Centre and Thunder Bay Operations were closed during the following periods due to public health measures to limit the spread of COVID-19: <ul style="list-style-type: none"> ○ April 1, 2021, to August 3, 2021 ○ January 1, 2022, to January 28, 2022 • On February 7, 2022, Contact North Contact Nord communicated the decision to staff to transition the Sudbury Operations Centre and Thunder Bay Operations Centre to permanent virtual operation no later than Tuesday, August 2, 2022. Both physical locations permanently will close on this date and the leases will not be renewed. Both landlords were notified of the decision not to renew.

6. Administration	
Activity	Final Report – March 31, 2022
	<p>All employees currently working at both operations centres are transitioning to permanently working from home. All affected employees were advised of this direction on Monday, February 7, 2022.</p> <p>Contact North Contact Nord is opening online learning centres, in rent-free space, in both Sudbury and Thunder Bay to continue to support students. Contact North Contact Nord is frequently required to make a monthly contribution to its host partners to cover a portion of the costs for Internet, cleaning services, and other utilities at the online learning centres.</p> <p>The new Thunder Bay online learning centre is designated as Contact North Contact Nord’s corporate headquarters.</p> <p>The rationale for permanent virtual operation is:</p> <ul style="list-style-type: none"> • An opportunity to leverage the virtual operations processes Contact North Contact Nord developed, implemented and refined during the two years of the pandemic. • Efficiencies of the virtual mode operation with no adverse impact on logistical and administrative support services to online learning centres, students, education and delivery. • Future cost savings can be reallocated to provide much needed increases to near minimum hourly wages of critical front-line staff. <p><u>Appropriate Equipment and Technology</u></p> <ul style="list-style-type: none"> • All appropriate equipment in place for efficient operation of both operations centres, including during closures related to public health measures to prevent the spread of COVID-19. With the approval of the Director, IT, Web Services & Organizational Development, IT & Web Services staff had access

6. Administration	
Activity	Final Report – March 31, 2022
	to both operations centres to perform any tasks that could not be performed remotely.
<p>b. Travel, meal and hospitality expenditures for staff and members of the Board of Directors across all categories set out in the Budget (Schedule “D”), are subject to the following:</p> <p>i. The Recipient will develop and adhere to financial management policies for travel, meal, and hospitality expenses that meet the requirements under the <i>Broader Public Sector Expenses Directive, 2020</i> effective January 1, 2020, including adhering to the principles of this directive; and</p> <p>ii. The Recipient will exercise restraint in the expenditure of Funds for the purposes of travel, meal and hospitality expenses.</p>	<ul style="list-style-type: none"> • All travel expenditures for staff and members of the Board of Directors directly attributable to and necessary for achieving the objectives of the Project and incurred in accordance with Contact North Contact Nord Financial Policy. • The Financial Policy, approved by the Contact North Contact Nord Board of Directors, meets the requirements of the Broader Public Sector Expenses Directive, 2020. • In applying Contact North Contact Nord policy, staff apply appropriate conflict of interest rules that reflect the spirit of Regulation 381/07 of the <i>Public Service of Ontario Act, 2006</i>.
<p>c. Professional services (i.e., financial, legal, procurement, consulting, web hosting, etc.);</p>	<ul style="list-style-type: none"> • Professional services acquired in accordance with Contact North Contact Nord Financial Policy as required to support its operations.

6. Administration	
Activity	Final Report – March 31, 2022
d. Administration necessary to carry out the Project work and to meet the reporting obligations set out herein.	<ul style="list-style-type: none"> • Completed administration necessary to meet the project objectives and reporting requirements in accordance with internally developed policies. • Audio briefing on operations with the Chair of the Board of Directors on a regular basis. • Four meeting of the Board of Directors during the period – June 22, 2021, September 28, 2021, December 7, 2021, March 2, 2022. • Weekly Updates by each member of the operations and management team on their respective deliverables. • Daily updates on operations by front-end recruitment and service departments. • Operations Team met daily at 9:00 a.m. to address any operational issues.

Section 3 – Mitigation Strategies / Comments

Contact North | Contact Nord reviewed the 2021-2022 results against the outcomes and performance measurements in the 2021-2022 Transfer Payment Agreement and its internal performance indicators.

Outcome – Performance Indicator	2021-2022 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 100% of Fiscal Year
Service Requests	1,365,245	318,692	368,832	454,377	547,613	1,689,512	124%
Student Course Registrations **	62,400	16,672	32,533	15,929	24,828	89,962	143%
Communities Served	1,300	1,353	1,353	1,353	1,353	1,353	104%
Number of Online Learning Centres and Access Points	341	330	330	329	256	266	78%
Ontario Works Office Engagement	170	170	170	170	170	170	100%
Ontario Works Clients Supported	390	106	72	49	43	270	69%
Registrations from Ontario Works Clients	1,500	384	383	328	336	1,387	92%
Employment Ontario Office Engagement	188	188	188	188	188	188	100%
Employment Ontario Clients Supported	1,953	615	396	298	336	1,645	84%
Registrations from Employment Ontario Clients	10,000	3,644	4,575	4,339	5,120	17,678	177%

Outcome – Performance Indicator	2021-2022 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Total Q1-Q4 (if applicable)	% of Target at 100% of Fiscal Year
Calls to IT Technical Hotline	5,000	3,234	2,610	2,215	2,229	10,288	206%
Up Time on Distance Delivery Platforms	95%	99.4%	99.9%	99.8%	97.5%	99.1%	104%
Inquiries to Student Information Hotline	6,480	1,002	963	781	1,434	4,180	65%
Targeted Recruitment Campaigns (formerly partner information sessions)	140	23	7	4	14	48	33%
Users of Portals	392,419	78,468	74,234	90,772	107,127	350,601	89%
Pageviews on Portals	1,256,200	301,086	391,701	473,982	532,591	1,699,360	135%

Section 4 – 2021-2022 Audited Financial Statement

Financial Statements of

**CONTACT NORTH |
CONTACT NORD**

And Independent Auditors' Report thereon

Year ended March 31, 2022



KPMG LLP
Claridge Executive Centre
144 Pine Street
Sudbury ON P3C 1X3
Canada
Tel 705-675-8500
Fax 705-675-7586

INDEPENDENT AUDITORS' REPORT

To the Board of Directors of Contact North | Contact Nord

Opinion

We have audited the financial statements of Contact North | Contact Nord (the Organization), which comprise:

- the statement of financial position as at March 31, 2022
- the statement of operations and changes in fund balance for the year then ended
- the statement of cash flows for the year then ended
- and the notes to the financial statements, including a summary of significant accounting policies

(Hereinafter referred to as the “financial statements”)

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2022, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibility under those standards are further described in the “**Auditors’ Responsibilities for the Audit of the Financial Statements**” section of our auditors’ 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 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 opinion.



Responsibility of Management for the Financial Statements and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the 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.

Those charged with governance are responsible for overseeing the Entity'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 auditors' 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 the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risk 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.



Page 3

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, internal 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 purposes 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 the 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 auditors' 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 auditors' report. However, future events or conditions may cause the Organization's 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.
- 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 in our audit.

A handwritten signature in black ink that reads 'KPMG LLP' with a horizontal line underneath.

Chartered Professional Accountants, Licensed Public Accountants

Sudbury, Canada

June 28, 2022

CONTACT NORTH | CONTACT NORD

Statement of Financial Position

March 31, 2022, with comparative information for 2021

	2022	2021
Assets		
Current assets:		
Cash and cash equivalents	\$ 3,224,588	\$ 1,219,420
Accounts receivable	15,585	6,279
HST receivable	322,835	168,892
Due from Province (note 3)	62,628	-
Prepaid expenses	492,334	354,157
	<u>4,117,970</u>	<u>1,748,748</u>
Equipment (note 4)	516,679	225,611
	<u>\$ 4,634,649</u>	<u>\$ 1,974,359</u>
Liabilities and Fund Balance		
Current liabilities:		
Accounts payable and accrued liabilities (note 5)	\$ 2,097,466	\$ 1,169,614
Due to Province (note 3)	-	14,131
Deferred revenue	1,379,160	105,023
Accrued vacation pay entitlements	325,830	312,873
	<u>3,802,456</u>	<u>1,601,641</u>
Deferred capital contributions (note 6)	516,679	225,611
	<u>4,319,135</u>	<u>1,827,252</u>
Fund balances:		
Unrestricted	115,514	47,107
Internally restricted	200,000	100,000
	<u>315,514</u>	<u>147,107</u>
Commitments (note 7)		
	<u>\$ 4,634,649</u>	<u>\$ 1,974,359</u>

See accompanying notes to financial statements.

On behalf of the Board:

_____ Director _____ Director

CONTACT NORTH | CONTACT NORD

Statement of Operations

Year ended March 31, 2022, with comparative information for 2021

	2022	2021
Revenue:		
MCU Operating Grant	\$ 9,495,203	\$ 9,825,600
Other Provincial Grants	2,474,809	585,975
Projects and Other Revenue	1,703,725	1,457,754
Interest income	16,081	13,926
Amortization of deferred capital contributions (note 6)	361,429	337,671
	<u>14,051,247</u>	<u>12,220,926</u>
Expenses:		
Recruitment and Student Services	5,552,113	5,477,918
Information Technology and Web Services	2,280,740	2,796,933
Operations Support Services	903,188	1,011,074
Governance and Administration	918,720	891,272
Other Provincial Grant-Funded Activities	2,690,659	585,975
Projects and Other Activities	1,537,420	1,360,664
	<u>13,882,840</u>	<u>12,123,836</u>
Excess of revenue over expenses	<u>\$ 168,407</u>	<u>\$ 97,090</u>

See accompanying notes to financial statements.

CONTACT NORTH | CONTACT NORD

Statement of Changes in Fund Balances

Year ended March 31, 2022, with comparative information for 2021

	Unrestricted	Internally Restricted	2022 Total	2021 Total
Fund balances, beginning of year	\$ 47,107	\$ 100,000	\$ 147,107	\$ 50,017
Excess of revenue over expenses	168,407	-	168,407	97,090
Interfund transfers	(100,000)	100,000	-	-
Fund balances, end of year	\$ 115,514	\$ 200,000	\$ 315,514	\$ 147,107

See accompanying notes to financial statements.

CONTACT NORTH | CONTACT NORD

Statement of Cash Flows

Year ended March 31, 2022, with comparative information for 2021

	2022	2021
Cash provided by (used in):		
Operations:		
Excess of revenue over expenses	\$ 168,407	\$ 97,090
Items not involving cash:		
Amortization of capital assets	361,429	337,671
Amortization of deferred capital contributions	(361,429)	(337,671)
	168,407	97,090
Changes in non-cash operating working capital:		
Accounts receivable	(9,306)	57,416
HST receivable	(153,943)	2,435
Due to/from Ministry	(76,759)	902,944
Prepaid expenses	(138,177)	82,223
Accounts payable and accrued liabilities	927,852	9,899
Deferred revenue	1,274,137	(21,459)
Accrued vacation pay entitlements	12,957	36,731
	2,005,168	1,167,279
Investing:		
Purchase of equipment	(652,497)	(37,895)
Financing:		
Deferred capital contributions received	652,497	37,895
Increase in cash and cash equivalents	2,005,168	1,167,279
Cash and cash equivalents, beginning of year	1,219,420	52,141
Cash and cash equivalents, end of year	\$ 3,224,588	\$ 1,219,420

See accompanying notes to financial statements.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements

Year ended March 31, 2022

Nature of operations:

On June 9, 1997, Contact North | Contact Nord (the “Organization”) incorporated without share capital under the laws of Ontario and became a separate legal entity. The Organization operates as an Ontario-wide distance education and training network with a mandate to increase access to post-secondary education and training opportunities for Ontarians in small, remote and rural communities across the province, to promote flexible learning opportunities and support students and prospective students, and to help build capacity for online learning in the province.

1. Significant accounting policies:

(a) Basis of accounting:

The Organization maintains its accounts in accordance with the principles of the deferral accounting method. Under this method, contributions restricted for future period expenditures are deferred and are recognized as revenue in the year in which the related expenses are incurred.

Unrestricted contributions are recognized as revenue when received or receivable if the amount can be reasonably estimated and collection is reasonably assured.

(b) Revenue recognition:

Operating grants are recognized as revenue of the Operating Fund in the year it is received or receivable. The Organization receives its operating grants from the Ministry of Colleges and Universities (the “Ministry”). The Ministry may demand the return of unspent funds or adjust the amount of any further instalments of funds. The ultimate disposition of operating surpluses and deficits is dependent upon subsequent determination by the Ministry.

Service revenue is recognized when the services have been provided if the amount can be reasonably estimated and collection is reasonably assured.

Interest income on the funds received within the year are recognized as earned.

Grant revenues are recorded when earned and matching expenditures are incurred. The unexpended portions of grant revenues for projects that are ongoing at year-end are deferred and will be recognized as the related project expenditures are incurred.

In-kind contributions of rent-free space at the online learning centres are not recognized in the financial statements as it is often difficult to determine the fair market value.

(c) Cash and cash equivalents:

Cash and cash equivalents consist of cash on hand, balances with banks, and cash held in money market instruments with maturity dates of less than three months from the date they are acquired.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2022

1. Significant accounting policies (continued):

(d) Equipment:

Equipment is recorded at cost less accumulated amortization. Amortization is provided on the straight-line basis using the following annual rates:

Asset	Rate
Computer and telecommunication equipment	3 years
Office equipment	5 years
Software	3 years

Capital assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount of an asset may not be recoverable and exceeds its fair value.

(e) Deferred capital contributions:

Capital contributions for the purpose of acquiring equipment are deferred and amortized into revenue at a rate corresponding with the amortization rate for the related equipment on the same basis and over the same periods as the related equipment.

(f) Accrued vacation pay entitlements:

Employees earn vacation pay entitlements from July to June each year. The accrued vacation pay entitlement is funded through normal operating grants and in the normal course of events will be consumed during the immediate subsequent fiscal year.

(g) Financial instruments:

The Organization considers any contract creating a financial asset, liability or equity instrument as a financial instrument, except in certain limited circumstances. The Organization accounts for the following as financial instruments:

- Cash and cash equivalents
- Accounts receivable
- Due from/to Ministry
- Accounts payable and accrued liabilities

A financial asset or liability is recognized when the Organization becomes party to contractual provisions of the instrument.

Measurement:

Financial assets or liabilities obtained in arm's-length transactions are initially measured at their fair value. In the case of a financial asset or liability not being subsequently measured at fair value, the initial fair value will be adjusted for financing fees and transaction costs that are directly attributable to its origination, acquisition, issuance or assumption.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2022

1. Significant accounting policies (continued):

(g) Financial instruments (continued):

Financial assets or liabilities obtained in related party transactions are measured in accordance with the accounting policy for related party transactions except for those transactions that are with a person or entity whose sole relationship with the Organization is in the capacity of management in which case they are accounted for in accordance with financial instruments.

The Organization subsequently measures all of its financial assets and financial liabilities at amortized cost, except for investments in equity instruments that are quoted in an active market, which are measured at fair value; investments in equity instruments that are not quoted in an active market, which are measured at cost less any reduction for impairment; derivative contracts, which are measured at fair value; and certain financial assets and financial liabilities which the Organization has elected to measure at fair value. Changes in fair value are recognized in net income.

Financial assets and financial liabilities are subsequently measured at amortized cost.

Impairment:

Financial assets measured at cost are tested for impairment when there are indicators of impairment. Previously recognized impairment losses are reversed to the extent of the improvement provided the asset is not carried at an amount, at the date of the reversal, greater than the amount that would have been the carrying amount had no impairment loss been recognized previously. The amounts of any write-downs or reversals are recognized in net income.

At the end of each reporting period, the Organization assesses whether there are any indications that financial assets measured at cost or amortized cost may be impaired. When there is any such indication of impairment, the Organization determines whether a significant adverse change has occurred during the period in the expected timing or amount of future cash flows from that financial asset. Where this is the case the carrying amount of the assets are reduced to the highest of the expected value that is actually recoverable from the assets either by holding the assets, by their sale or by exercising the right to any collateral, net of cost. The carrying amounts of the assets are reduced directly or through the use of an allowance account and the amount of the reduction is recognized as an impairment loss in net income.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2022

1. Significant accounting policies (continued):

(h) Use of estimates:

The preparation of the financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the year. Significant items subject to such estimates and assumptions include the carrying amounts of equipment and provisions for impairment of trade accounts receivable. Actual results could differ from those estimates.

2. Bank indebtedness:

The Organization has available an operating line of credit of \$2,200,000, incurring interest at the TD Bank's prime lending rate minus 0.75% per annum. The amount outstanding at March 31, 2022 is \$Nil (2021 - \$Nil). As collateral, the Organization has provided a general security agreement covering all assets.

3. Due from (to) Ministry:

	2021	2020
Less: surplus on Ministry activity, including interest, to be repaid from operating grants (b)	\$ (11,660)	\$ (13,948)
Less: surplus, including interest, on Ministry activity from other MCU grants	(10,129)	(183)
Plus: shortfall on Ministry activity from other grants	84,417	–
Receivable from (payable to) Province of Ontario	\$ 62,628	\$ (14,131)

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2022

3. Due from (to) Ministry:

(b) MCU Base Operating Funding reconciliation:

	MCU Operating TPA	MCU TPA #2	MCU TPA VLS 2.0	Other Provincial Grants	Projects and Other Activities	2022	MCU Operating	Other Provincial Grants	Projects and Other Activities	2021
Revenue:										
Approved grant per Transfer Payment Agreement	\$ 9,751,469	1,697,500	1,543,500	673,574		\$ 13,666,043	\$ 9,877,443	586,158	-	\$ 10,463,601
Less: Deferred revenue	-	-	(1,106,161)	-	-	(1,106,161)	-	-	-	-
Projects and other activities	-	-	-	-	1,703,726	1,703,726	-	-	1,457,754	1,457,754
Interest	11,245	1,957	-	777	2,102	16,081	13,925	-	-	13,925
	9,762,714	1,699,457	437,339	674,351	1,705,828	14,279,689	9,891,368	586,158	1,457,754	11,935,280
Expenditures:										
Expenditures per audited Financial Statements	9,654,761	1,524,446	407,445	758,768	1,537,420	13,882,840	10,177,197	585,975	1,360,664	12,123,836
Less: Amortization included in above	(148,314)	(198,169)	(14,946)	-	-	(361,429)	(337,671)	-	-	(337,671)
Add: Capital expenditures	244,606	363,051	44,840	-	-	652,497	37,895	-	-	37,895
	9,751,053	1,689,328	437,339	758,768	1,537,420	14,173,908	9,877,421	585,975	1,360,664	11,824,060
Addition to fund balance	-	-	-	-	168,408	168,408	-	-	97,090	97,090
Excess (deficiency) of revenue over expenditures for year representing due to (from) Province										
	\$ 11,661	10,129	-	(84,417)	-	\$ (62,627)	\$ 13,947	183	-	\$ 14,130
Repayable from Transfer Payment Agreements consists of:										
Interest	\$ 11,245	1,957	-	777	-	\$ 13,979	13,925	-	-	\$ 13,925
Surplus	416	8,172	-	(85,194)	-	(76,606)	23	183	-	206
	\$ 11,661	10,129	-	(84,417)	-	\$ (62,627)	\$ 13,948	183	-	\$ 14,131

(c) On March 30, 2022, the Organization entered into a transfer payment agreement in the amount of \$451,640 with the Ministry of Colleges and Universities to enable the ongoing operation, staffing, and maintenance of thirteen (13) Extended Reality (XR)-equipped online learning centres established in 2020-21 for the period March 31, 2022 to March 30, 2023. The Organization is entitled to the first disbursement of \$112,910 upon signature and approval of the agreement. As at March 31, 2022, the Organization has incurred costs totaling \$Nil in relation to costs incurred under this transfer payment agreement. As a result, there are no amounts included within accounts receivable or deferred revenue within the Statement of Financial Position at March 31, 2022.

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2022

4. Equipment:

			2022	2021
	Cost	Accumulated amortization	Net book value	Net book value
Computer and telecommunication equipment	\$ 5,884,281	\$ 5,758,137	\$ 126,144	\$ 53,187
Office equipment	125,865	125,865	—	—
Software	3,036,502	2,645,967	390,535	172,424
	\$ 9,046,648	\$ 8,529,969	\$ 516,679	\$ 225,611

The total amortization charged for the year is \$361,429 (2021 - \$337,671).

5. Accounts payable and accrued liabilities:

Included in accounts payable and accrued liabilities are government remittances payable of \$72,325 (2021 - \$61,447) for payroll related taxes.

6. Deferred capital contributions:

Deferred capital contributions related to equipment represent the unamortized amount and unspent amount of grants received for the purchase of equipment. The amortization of capital contributions is recorded as revenue in the statement of operations and changes in fund balances.

	2022	2021
Balance, beginning of year	\$ 225,611	\$ 525,387
Additional contributions received	652,497	37,895
Amounts amortized to revenue	(361,429)	(337,671)
Balance, end of year	\$ 516,679	\$ 225,611

7. Commitments:

The Organization leases certain of its premises, equipment and vehicles under various operating leases. The future minimum lease payments are as follows:

2023	\$ 304,585
2024	14,559
2025	8,249
2026	—
	\$ 327,393

CONTACT NORTH | CONTACT NORD

Notes to Financial Statements (continued)

Year ended March 31, 2022

8. Financial risks and concentration of risk:

The Organization's financial instruments consist of cash and cash equivalents, accounts receivable, accounts payable and accrued liabilities and amounts due to (from) the Ministry. The fair value of these financial instruments approximate their carrying values, unless otherwise noted. Unless otherwise noted, it is management's opinion that the Organization is not exposed to significant interest rate, currency or credit risks.

Concentration of risk:

(a) Credit risk:

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. The Organization's main credit risks relate to its accounts receivable. There was no significant change in risk exposure from the prior year. The Organization is not exposed to any significant concentration risks with respect to its receivables.

(b) Interest rate risk:

The Organization is exposed to interest rate risk for certain of its financial assets and liabilities. Under the demand operating facility, the Organization may have short-term borrowings for working capital purposes, which would expose them to fluctuations in short-term interest rates.

(c) Liquidity risk:

Liquidity risk is the risk that the Organization will encounter difficulty in meeting the obligations associated with its financial liabilities. The Organization is exposed to this risk mainly in respect of its dependence on government funding. There was no significant change in exposure from the prior year.

9. Comparative information:

The financial statements have been reclassified, where applicable, to conform to the presentation used in the current year. The changes do not affect prior year earnings.

Appendix A – Service Requests Snapshot

Summary of Contact North | Contact Nord Service Requests

Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Number of Requests Q4	2021-2022	Source of Data
Requests Responded to at Online Learning Centres and Operations Centres							
Exam Invigilations	Number of exams invigilated at online learning centres and Operations Centres.	21	32	144	119	316	CN CN CRM
Student Interactions	Number of student appointments recorded by Education & Training Advisors, Education & Training Representatives and Student Recruitment & Services Representatives in the CRM to provide information, present study options, provide orientations, provide referrals, follow-ups on information provided.	48,680	42,898	33,681	45,887	171,146	CN CN CRM
Influencer Interactions	Number of influencer appointments recorded by Education & Training Advisors in the CRM such as presentations to groups of prospective students, information sessions with prospective referral partners, and networking events. Influencers are individuals, organizations or companies that refer prospective clients to CN CN.	3,602	3,088	3,207	5,464	15,361	CN CN CRM
Course Work Appointments	Number of appointments for students to use computers and Internet access at online learning centres to complete their coursework and use of web conferencing, videoconferencing and audioconferencing platforms to connect to their courses.	0	150	494	280	924	CN CN CRM
Inquiries at Online Learning Centres	Number of telephone calls, e-mails, walk-ins and mail-ins received at the online learning centres requesting a service not recorded under one of the other categories in the CRM.	2,191	1,906	1,977	2,478	8,552	Internal Tracking
	Sub Total	54,494	48,074	39,503	54,228	196,299	
Requests Responded to Centrally							
Student Information Hotline Inquiries	Number of inquiries (toll-free, e-mail, live chat, walk-in) to the Student Information Hotline.	1,002	963	781	1,434	4,180	Internal Tracking
Online Booking Tool (OBT) Bookings for the Use of Web Conferencing, Videoconferencing and Audioconferencing Platforms and Requests for Changes to Bookings	The number of bookings for the use of CN CN's three shared digital and technology platform services (web conferencing, videoconferencing and learning management system) by education and training providers and the number of changes to bookings processed.	755	1,927	765	681	4,128	CN CN OBT

Service	Description	Number of Requests Q1	Number of Requests Q2	Number of Requests Q3	Number of Requests Q4	2021-2022	Source of Data
Technical Support Hotline	Number of support inquiries to the Technical Support Hotline.	3,234	2,610	2,215	2,229	10,288	HelpDesk Software
Targeted Recruitment Campaigns (formerly education partner information sessions)	Number of Ontario-wide targeted recruitment campaigns undertaken by CN CN to generate awareness of, and registrations in, specific online programs and courses for public colleges and universities. Campaigns executed by recruitment teams in communities across Ontario for one month with detailed reports submitted to college or university partner.	23	7	4	14	48	Internal Tracking
Requests for Instructor Training	Number of requests received for web conferencing training for instructors at colleges, universities, Indigenous institutes, school boards, literacy and basic skills providers and other training providers.	6	45	73	212	336	Internal Tracking
	Sub Total	5,020	5,552	3,838	4,570	18,980	
Requests Responded to via Portals							
Pageviews 1	Number of unique views of pages on studyonline.ca/etudiezenligne.ca providing services to students and prospective students such as requesting information on programs or courses through a search in the database, information on services available at online learning centres/where they are located or information on support services from colleges and universities. Google Analytics provides a list of the cities and towns the users viewing the pages are located in and the number of users per city or town.	247,016	304,153	400,595	475,458	1,427,222	Google Analytics
Pageviews 2	Number of unique views to pages on e-channel.ca providing services to students and prospective students such as requesting information on programs or courses through a search, information on services available at online learning centres/where they are located or information on support services from literacy and basic skills providers. Google Analytics provides a list of the cities and towns the users viewing the pages are located in and the number of users per city or town.	12,162	11,053	10,439	13,357	47,011	Google Analytics
	Sub Total	259,178	315,206	411,034	488,815	1,474,233	
	Total Requests for Services	318,692	368,832	454,375	547,613	1,689,512	
		% of Target of 1,365,245 at 100% of Fiscal Year				124%	

Appendix B – Addresses of Online Learning Centres and Access Points

Addresses for Online Learning Centres

No.	Community Name	Street Address/City
1	Akwesasne	25 Third Street Akwesasne, QC H0M 1A0
2	Atikokan	324 Mercury Avenue Atikokan, ON P0T 1C0
3	Big Grassy First Nation	509 Beach Road Morson, ON P0W 1J0
4	Bracebridge	169 Pine Street Bracebridge, ON P1L 2H8
5	Brantford	411 Elgin Street Brantford, ON N3S 7P5
6	Chapleau	4 Maple Street Chapleau, ON P0M 1K0
7	Clinton	169 Beech Street Clinton, ON N0M 1L0
8	Cobourg	600 William Street Cobourg, ON K9A 3A5
9	Cochrane	171 Fourth Avenue Cochrane, ON P0L 1C0
10	Constance Lake First Nation	5 Amik Street Constance Lake, ON P0L 1B0
11	Cornwall	2 St. Lawrence Drive Cornwall, ON K6H 4Z1
12	Dryden	100 Casimir Avenue Dryden, ON P8N 3L4
13	Elliot Lake	10 Paris Drive Elliot Lake, ON P5A 2L9
14	Englehart	80 Seventh Avenue Englehart, ON P0J 1H0
15	Espanola	147-2 Spruce Street Espanola, ON P5E 1S6
16	Fort Frances	675 Flinders Avenue Fort Frances, ON P9A 3L2
17	Georgina	17-443 The Queensway South Georgina, ON L4P 3J4
18	Geraldton	500 Second Street West Geraldton, ON P0T 1M0
19	Ginoogaming First Nation	101 Poplar Crescent Longlac, ON P0T 2A0
20	Gore Bay	70 Meredith Street Gore Bay, ON P0P 1H0
21	Haileybury	640 Latchford Street Haileybury, ON P0J 1K0
22	Haliburton	2-49 Maple Avenue

No.	Community Name	Street Address/City
		Haliburton, ON KOM 1S0
23	Hawkesbury	570 Kitchener Street Hawkesbury, ON K6A 2P3
24	Hearst	3 15th Street Hearst, ON POL 1N0
25	Ignace	312 Pine Street Ignace, ON POT 1T0
26	Iroquois Falls	44 Anson Drive Iroquois Falls, ON POK 1E0
27	Kapuskasing	7 Aurora Street Kapuskasing, ON P5N 1J6
28	Kenora	900 Golf Course Road Kenora, ON P9N 3X7
29	Kincardine	385 Queen Street Kincardine, ON N2Z 2R4
30	Kirkland Lake	140 Government Road East Kirkland Lake, ON P2N 3L1
31	Longlac	98 Indian Road Longlac, ON POT 2A0
32	M'Chigeeng First Nation	374 Highway 551 M'Chigeeng, ON POP 1G0
33	Madoc	7 Hill Avenue Madoc, ON KOK 2K0
34	Manitouwadge	200 Manitou Road West Manitouwadge, ON POT 2C0
35	Marathon	2 Ontario Street Marathon, ON POT 2E0
36	Mattawa	370 Pine Street Mattawa, ON POH 1V0
37	Mississauga First Nation	148 Village Road Blind River, ON POR 1B0
38	Moosonee	13 First Street Moosonee, ON POL 1Y0
39	North Bay	60 Commerce Crescent North Bay, ON P1B 8G4
40	North Caribou Lake First Nation	North Caribou Lake Education Authority Weagamow Lake, ON POV 2Y0
41	Orléans	240 Centrum Boulevard Orléans, ON K1E 3J4
42	Parry Sound	1 College Drive Parry Sound, ON P2A 0A9
43	Pic Mobert First Nation	209 Second Street Pic Mobert, ON POM 2J0
44	Rainy River	1 Mill Street Rainy River, ON POW 1L0

No.	Community Name	Street Address/City
45	Red Lake	60B Highway 105 Red Lake, ON POV 2M0
46	Red Rock	46 Salls Street Red Rock, ON POT 2P0
47	Sandy Lake First Nation	Gabbius Goodman Memorial Learning Centre Sandy Lake, ON POV 1V0
48	Sault Ste. Marie	443 Northern Avenue Sault Ste. Marie, ON P6B 4J3
49	Shelburne	167 Centre Street Shelburne, ON L9V 3R8
50	Sioux Lookout	86-B Third Avenue Sioux Lookout, ON P8T 0A9
51	South Porcupine	4715 Highway 101 East South Porcupine, ON PON 1H0
52	South River	324 Highway 124 South River, ON POA 1X0
53	St. Catharines	285 Bunting Road St. Catharines, ON L2M 7T9
54	St. Charles	22 Ste-Anne Street St. Charles, ON POM 2W0
55	St. Thomas	417 Wellington Street St. Thomas, ON N5R 5J5
56	Sturgeon Falls	96 Main Street Sturgeon Falls, ON P2B 1N3
57	Sudbury	410 Falconbridge Road Sudbury, ON P3A 4S4
58	Terrace Bay	19 Hudson Drive Terrace Bay, ON POT 2W0
59	Thunder Bay	1139 Alloy Drive Thunder Bay, ON P7B 6M8
60	Wallaceburg	1416 Dufferin Avenue Wallaceburg, ON N8A 2W5
61	Wawa	3 Boyer Street Wawa, ON POS 1K0
62	White River	610 Elgin Street White River, ON POM 3G0
63	Wikwemikong First Nation	34 Henry Street Wikwemikong, ON POP 2J0
64	Windsor	1643 McDougall Street Windsor, ON N8X 3M9
65	Woodstock	40 Metcalfe Street Woodstock, ON N4S 3E7

Addresses for Access Points

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
1	Ajax	VPI Working Solutions 289 Kingston Road E #2 Ajax, ON L1Z 0K5	Yes
2	Akwesasne	Akwesasne Career & Support Services 25 3e Rue Le Haut-Saint-Laurent, QC H0M1A0	Yes
3	Akwesasne	Iohahi:io Akwesasne Adult Education Centre 16 Iohahio Rd No. 15 Hogansburg, QC H0M 1A1	Yes
4	Alderville First Nation	Alderville First Nation, Ontario Works PO Box 12 Roseneath, ON K0K 2X0	Yes
5	Alexandria	Glengarry Inter-Agency Group 580 Main St, S Alexandria, ON K0C 1A0	Yes
6	Alexandria	TR Leger Alexandria 212 Main St, N Alexandria, ON K0C 1A0	Yes
7	Algonquin Highlands	Haliburton Public Library - Stanhope Branch 1109 North Shore Road Algonquin Highlands, ON K0M 1J0	Yes
8	Alliston	FOCUS Community Development Corp. 46 Wellington St W Alliston, ON L9R 2B8	Yes
9	Alliston	New Tecumseth Public Library 17 Victoria St E Alliston, ON L9R 1V6	Yes
10	Alliston	Ontario Works - Simcoe County 39 Victoria St E Alliston, ON L9R 1T3	Yes
11	Alliston	The Learning Centre -Simcoe County District School Board 46 Wellington St W Unit 3 Alliston, ON L9R 2B8	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
12	Angus	FOCUS Community Development Corp - Angus 199 Mill St Angus, ON L0M 1B2	Yes
13	Aurora	Addiction Services of York Region 14785 Yonge St Unit 210, Aurora, ON L4G 1N1	Yes
14	Aurora	York Support Service Network (Mental Health Division) 240 Edward St Unit 3, Aurora, ON L4G 3S9	Yes
15	Barrie	Canadian Mental Health Association Outreach Office 15 Bradford St, Barrie, ON L4N 1W2	Yes
16	Barrie	La Clé 2 Marsellus Dr, Barrie, ON L4N 0Y4	Yes
17	Barrie	Ontario Disability Support Program 34 Simcoe St, Barrie, ON L4N 6T4	Yes
18	Barrie	Ontario Works 136 Bayfield St., 4th Floor Barrie, ON L4M 3B1	Yes
19	Beamsville	Employment Help Centre 4520 Ontario St #11, Beamsville, ON L0R 1B5	Yes
20	Blind River	Blind River Public Library 8 Woodward Avenue Blind River, ON P0R 1B0	Yes
21	Bobcaygeon	Kawartha Lakes Public Library 21 Canal St, E Bobcaygeon, ON K0M 1A0	Yes
22	Bracebridge	YWCA of Muskoka 440 Ecclestone Dr, Bracebridge, ON P1L 1Z6	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
23	Bradford	Bradford Public Library 425 Holland St W, Bradford, ON L3Z 0J2	Yes
24	Bradford	Bradford Works and Employment Ontario 95 Holland St W #105, Bradford, ON L3Z 2A7	Yes
25	Brampton	Brampton Library 150 Central Park Dr Brampton, ON L6T 1B4	Yes
26	Brantford	Brant Skills 225 Fairview Dr #1 Brantford, ON N3R 7E3	Yes
27	Brantford	Brantford Public Library 173 Colborne St, Brantford, ON N3T 2G8	Yes
28	Brantford	Community Employment Services 1100 Clarence St, S #202 Brantford, ON N3S 7N8	Yes
29	Brantford	Grand Erie District School Board Grand Erie Learning Alternatives - Brantford Campus 365 Rawdon Street N3S 6J3	Yes
30	Brantford	Grand Erie District School Board Grand Erie Learning Centre - City Centre Campus 1 Market St, First Level Brantford, ON N3T 6C8	Yes
31	Brantford	St Leonard's Community Services 133 Elgin St, Brantford, ON N3S 5A4	Yes
32	Brantford	YMCA Immigrant & Newcomer Services 38 Darling St., Suite 201 Brantford, ON N3T 6A8	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
33	Brockville	Employment Education Centre 105 Strowger Blvd Brockville, ON K6V 5K1	Yes
34	Burford	County of Brant Buford Library Branch 24 Park Ave Buford, ON NOE 1A0	Yes
35	Caledonia	St. Leonard's Caledonia Site 11 Argyle St N Caledonia, ON N3W 1B7	Yes
36	Cambridge	Cambridge Idea Exchange 1 North Square, Cambridge, ON N1S 2K6	Yes
37	Cardiff	Cardiff Branch of the Haliburton County Public Library 2778 Monck Road Cardiff, ON KOL 1M0	Yes
38	Chatham	Adult Language and Learning 240 King St W, Chatham, ON N7M 1E7	Yes
39	Chatham	Chatham Employment Resource Centre 240 King St W, Chatham, ON N7M 1E7	Yes
40	Chatham	Dresden Library 187 Brown St, Dresden, ON NOP 1M0	Yes
41	Chatham	Goodwill 300 Lacroix St, Chatham, ON N7M 6M6	Yes
42	Chatham	Ridgetown Library 54 Main St W, Ridgetown, ON NOP 2C0	Yes
43	Chatham	Thamesville Library 3 London Rd, Thamesville, ON NOP 2K0	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
44	Chatham	Wallaceburg Library 209 James St, Wallaceburg, ON N8A 2N4	Yes
45	Chatham	Walpole Island Library 136 Tecumseh Rd, Wallaceburg, ON N8A 4K9	Yes
46	Collingwood	Tracks Employment Services 50 Hume St, Collingwood, ON L9Y 1V2	Yes
47	Collingwood	Simcoe County Ontario Works 485 Second St Collingwood, ON L9Y 3J7	Yes
48	Collingwood	YMCA- Youth Outreach Centre 200 Hume St Collingwood, ON L9Y 4E8	Yes
49	Cornwall	Big Brother/Big Sisters of SDG 101 Third St W Cornwall, ON K6J 2N9	Yes
50	Cornwall	Community Action Network Against Abuse 26 Montreal Road Cornwall, ON K6H 1B1	Yes
51	Cornwall	Immigrant Services of SD&G 600 McConnell Ave Cornwall, ON K6H 4M1	Yes
52	Cornwall	Job Zone 144 Pitt St, Cornwall, ON K6J 3P4	Yes
53	Cornwall	Ontario Disability Support Program 4 Montreal Road Cornwall, ON K6H 1B1	Yes
54	Cornwall	Ontario Works of SD&G 340 Pitt St, Cornwall, ON K6H 5T9	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
55	Cornwall	Tri-County Literacy Council of SDG 101 Second St, W Cornwall, ON K6J 1G4	Yes
56	Cornwall	Women Entrepreneur of SDG 100 Water St, E Cornwall, ON K6H 6G4	Yes
57	Cornwall	Youth Services - Children's Aid Society of SDG 150 Boundary Road Cornwall, ON K6H 6J5	Yes
58	Courtice	Agilec 1403 King St, E Unit 6 Courtice, ON L1E 2J6	Yes
59	Curve Lake First Nation	Curve Lake First Nation, Ontario Works 22 Winookeedaa St, Curve Lake, ON K0L 1R0	Yes
60	Deer Lake First Nation	Deer Lake First Nation Ontario Works Deer Lake, ON P0V 1N0	No Due to COVID Restrictions
61	Dorchester	Middlesex Public Library 2123 Dorchester Rd, Dorchester, ON N0L 1G2	Yes
62	Dorset	Dorset Branch of the Haliburton Public Library 1051 Main St, Dwight, ON P0A 1H0	Yes
63	Dunnville	Dunnville Public Library 317 Chestnut St, Dunnville, ON N1A 2H4	Yes
64	Dunnville	Grand Erie District School Board Grand Erie Learning Centre 110 Helena St, Dunnville, ON N1A 2S5	Yes
65	Dunnville	St Leonards 208 Broad St E, Dunnville, ON N1A 1G2	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
66	Edwardsburg	Edwardsburgh-Cardinal Public Library 618 County Road 2 Cardinal, ON KOE 1E0	Yes
67	Exeter	Huron County Library - Exeter Branch 330 Main St S, Exeter, ON NOM 1S6	Yes
68	Fergus	2nd Chances Employment Couselling 160 St David St S #160 Fergus, ON N1M 2L3	Yes
69	Fergus	Agilec 370 St Andrew St W #2 Fergus, ON N1M 1N9	Yes
70	Gloucester	Agilec 1900 City Park Dr #100 Gloucester, ON K1J 1A3	Yes
71	Goderich	Huron County Library - Goderich 52 Montreal St, Goderich, ON N7A 2G4	Yes
72	Gooderham	Gooderham Gooderham Branch of the Haliburton Public Library 1032 Gooderham St, Gooderham, ON KOM 1R0	Yes
73	Grand Bend	Middlesex Library - Grand Bend Branch 15 Gill Rd, Grand Bend, ON NOM 1T0	Yes
74	Gravenhurst	Employment North 410 Muskoka Rd S, Gravenhurst, ON P1P 1J4	Yes
75	Gravenhurst	Ontario Works 190 Harvie St, Gravenhurst, ON P1P 1S9	Yes
76	Gravenhurst	South Muskoka Literacy Centre - Gravenhurst 690 Muskoka Rd S, Gravenhurst, ON P1P 1K2	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
77	Grimsby	Employment Help Centre 63 Main St W, Grimsby, ON L3M 4H1	Yes
78	Hagersville	Hagersville Public Library 13 Alma St, N Hagersville, ON N0A 1H0	Yes
79	Haileybury	Temiskaming Métis Community Council 439 Ferguson Avenue Haileybury, ON POJ 1K0	Yes
80	Haliburton	Dysart Branch of the Haliburton Public Library 78 Maple Ave Haliburton, ON KOM 1S0	Yes
81	Haliburton	Ontario Works 49 Maple Ave Haliburton, ON KOM 1S0	Yes
82	Hanover	YMCA Employment 425 10th St, Hanover, ON N4N 1P8	Yes
83	Hawkesbury	Centre de services et emploi 134 Main St, E #201 Hawkesbury, ON K6A 1A3	Yes
84	Hiawatha First Nation	Hiawatha Employment & Resources 123 Paudash St, Hiawatha, ON K9J 0E6	Yes
85	Highland Grove	Highland Grove Branch of the Haliburton Public Library 5373 Loop Road Highland Grove, ON K0L 2A0	Yes
86	Huntsville	The Hub 1 Crescent Rd, Huntsville, ON P1H 1Z6	Yes
87	Huntsville	YMCA Employment and Literacy Service 60 King William St, Huntsville, ON P1H 1G3	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
88	Innisfil	Innisfil Public Library - Lake Location 967 Innisfil Beach Rd, Innisfil, ON L9S 1V3	Yes
89	Jarvis	Jarvis Public Library 2 Monson Jarvis, ON NOA 1J0	Yes
90	Kemptville	TR Leger School of Adult 40 Campus Dr Kemptville, ON KOG 1J0	Yes
91	Keswick	Ice Palace Keswick Public Library 90 Wexford Dr, Keswick, ON L4P 3P7	Yes
92	Keswick	Job Skills 155 Riverglen Dr, Keswick, ON L4P 3M3	Yes
93	Keswick	Keswick High School 100 Biscayne Blvd, Keswick, ON L4P 3S2	Yes
94	Kincardine	Adult Learning Centre Kincardine Library 727 Queen St, Kincardine, ON N2Z 1Z9	Yes
95	Kitchener	Kitchener Public Library 85 Queen St, North, Kitchener, ON N2H 2H1	Yes
96	Lac Seul First Nation	Lac Seul Ontario Works Hudson, ON POV 1X0	No Due to COVID Restrictions
97	Lakefield	Agilec 14 Queen St, Lakefield, ON KOL 2H0	Yes
98	Leamington	New Canadians' Centre of Excellence 24 Oak St E, Leamington, ON N8H 2C2	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
99	Lindsay	John Howard Society, Outreach Literacy 31 Peel St, Lindsay, ON K9V 3L9	Yes
100	Lindsay	Kawartha Lakes Public Library 190 Kent St, W Lindsay, ON K9V Y26	Yes
101	Lindsay	VCCS Employment Services 370 Kent St, W Unit 5 Lindsay, ON K9V 6G8	Yes
102	Listowel	Perth County Public Library 260 Main St W, Listowel, ON N4W 1A1	Yes
103	London	London Employment Help Centre 100-150 Dufferin Ave London, ON N6A 5N6	Yes
104	London	Nokee Kwe - Southwest Employment Centre 1069 Wellington Rd #1069, London, ON N6E 2H6	Yes
105	Lucan	Lucan Library 270 Main St, Lucan, ON N0M 2J0	Yes
106	Markdale	Grey Highlands Public Library 75 Walker St, Markdale, ON NOC 1H0	Yes
107	Markham	York Support Service Network (Mental Health Division) - Markham Location 50 McIntosh Dr #239 Markham, ON L3R 9T3	Yes
108	Meaford	Military Family Resource Centre 139152 Grey Rd 112, Building M208 Meaford, ON N4L 0A1	No Due to COVID Restrictions
109	Midland	Y Employment Centre 334 King St, Unit 1 Midland, ON L4R 3M8	No Due to COVID Restrictions

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
110	Minden	John Howard Society Literacy Services 14 Iga Road Minden, ON KOM 2K0	Yes
111	Minden	Minden Hills Branch of Haliburton County Public Library 174 Bobcaygeon Road Minden, ON KOM 2K0	Yes
112	Mississaugas of Scugog Island First Nation	Mississaugas of Scugog Island First Nation Health & Resource Centre 22600 Island Rd Port Perry, ON L9L 1B6	Yes
113	Moraviantown	Eenda Akehkiimund Delaware Employment and Training Centre 14763 School House Line RR #3 Thamesville ON NOP 2K0	Yes
114	Morrisburg	TR Leger 12580 Stormont, Dundas and Glengarry County Road 2 Morrisburg, ON K0C 1X0	Yes
115	Mount Forest	Agilec 392 Main St N, Mount Forest, ON NOG 2L2	Yes
116	Nepean	Y Employment Access Centre 1642 Merivale Rd Suite 2000 Nepean, ON K2G 4A1	Yes
117	Nepean	Pinecrest-Queensway Community Health Centre 1365 Richmond Rd #2 Ottawa, ON K2B 6R7	Yes
118	New Liskeard	Employment Options Emplo 290 Armstrong St, N New Liskeard, ON POJ 1P0	Yes
119	Newmarket	Canadian Hearing Services / DeafBlind Ontario Services 713 Davis Dr Newmarket, ON L3Y 2R3	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
120	Newmarket	Newmarket Public Library 438 Park Ave, Newmarket, ON L3Y 1W1	Yes
121	Newmarket	Southlake Hospital Regional Health Centre 596 Davis Dr, Newmarket, ON L3Y 2P9	Yes
122	Niagara Falls	McBain Community Centre 7150 Montrose Road, Niagara Falls, ON L2H 3N3	Yes
123	Niagara Falls	Niagara Falls Library 4848 Victoria Ave, Niagara Falls, ON L2E 4C5	Yes
124	Niagara Falls	YMCA Employment Centre 8123 Lundy's Ln, Niagara Falls, ON L2H 1H1	Yes
125	North York	North York General Hospital 4001 Leslie St, North York, ON M2K 1E1	Yes
126	Orangeville	Dufferin County Community Services-Ontario Works 30 Centre St, Orangeville, ON L9W 2X3	Yes
127	Orangeville	Early-On Orangeville 30 Centre St, Orangeville, ON L9W 2X3	Yes
128	Orangeville	Georgian College Orangeville Campus 22 Centennial Rd, Orangeville, ON L9W 1P8	Yes
129	Orillia	Agilec 50 Andrew St S #100, Orillia, ON L3V 7T5	Yes
130	Orillia	County of Simcoe Ontario Works 50 Andrew St, S #2 Orilla, ON L3V 7T5	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
131	Orillia	Orillia and District Literacy Centre 55 Nottawasaga St, Orillia, ON L3V 3J5	Yes
132	Orillia	Orillia Public Library 36 Mississaga St W, Orillia, ON L3V 3A6	Yes
133	Ottawa	Rideau-Rockcliffe Community Resource Centre 815 St. Laurent Blvd Ottawa, ON K1K 3A7	Yes
134	Owen Sound	Adult Learning Centre 824 1st Ave W Owen Sound, ON N4K 4K4	Yes
135	Owen Sound	Big Brothers Big Sisters of Grey Bruce 2nd Floor, Harmony Centre 890 4th Ave. E. Owen Sound, ON N4K 2N7	Yes
136	Owen Sound	Owen Sound Library 824 1st Ave W, Owen Sound, ON N4K 4K4	Yes
137	Owen Sound	YMCA Employment 945 3rd Ave E Suite 23, Owen Sound, ON N4K 6W2	Yes
138	Paris	Paris Library 12 William St Paris, ON N3L 1K7	Yes
139	Park Hill	Middlesex Library - Park Hill Branch 229 B Parkhill Main St, Parkhill, ON NOM 2K0	Yes
140	Parry Sound	Agilec 108 Ontario St., Burk's Falls, ON POA 1C0	No Due to COVID Restrictions
141	Pembroke	Algonquin College - Pembroke Community Employment Services 141 Lake St, Pembroke, ON K8A 6X9	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
142	Peterborough	Agilec 863 Chemong Road #20A Peterborough, ON K9H 5Z5	Yes
143	Peterborough	Employment Planning & Counselling (EPC) 418 Sheridan St, Peterborough, ON K9H 3J9	Yes
144	Port Colborne	Port Cares 61 Nickel St, Port Colborne, ON L3K 1B3	Yes
145	Port Elgin	Port Elgin Library 708 Goderich St, Port Elgin, ON N0H 2C0	Yes
146	Port Elgin	Saugeen Shores Adult Learning Centre 515 Goderich St, Unit 211, Port Elgin, ON N0H 2C0	Yes
147	Port Hope	Port Hope Public Library 31 Queen St, Port Hope, ON L1A 2Y8	Yes
148	Prescott	Community Futures Development Corporation 197 Water St, W Prescott, ON K0E 1T0	Yes
149	Prescott	TR Leger 490 Jessup St, Prescott, ON K0E 1T0	Yes
150	Rama	Ogemawahj Band Office 5984 Rama Road Orillia, ON L3V 6H6	Yes
151	Rama	Rama Public Library 5482 Highway 12 South Ramara, ON L3V 0S2	Yes
152	Ripley	Township of Huron Kinloss – The Hub 46 Queen St, Ripley, ON N0G 2R0	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
153	Rockland	TR Leger - School of Adult, Alternative and Continuing Education 860 Caron St, Unit 4 Rockland, ON K4K 1H1	Yes
154	Roseneath	Roseneath Library 9059 45 Roseneath, ON K0K 2X0	Yes
155	Saint George	County of Brant St George Library Branch 78 Main St N Saint George, ON N0E 1N0	Yes
156	Sandy Lake First Nation	Ontario Works P.O. Box 12 Sandy Lake, ON POV 1V0	No Due to COVID Restrictions
157	Sarnia	Sarnia Library 124 Christina St, S Sarnia, ON N7T 8E1	Yes
158	Saugeen First Nation	Saugeen First Nation Public Library 812 French Bay Road; Site #3, GMB #3. Saugeen, ON NOH 2L0	Yes
159	Scotland/Oakland	County of Brant Scotland/Oakland Library Branch 281 Oakland Rd Scotland, ON NOE 1R0	Yes
160	Shawanaga First Nation	Shawanaga First Nation Ontario Works RR#1 Nobel, ON POG 1G0	No Due to COVID Restrictions
161	Shelburne	Centre Dufferin District High School 150 Fourth Aveune Shelburne, ON L9V 3R5	Yes
162	Shelburne	Dufferin Oaks Long Term Care Facility 151 Centre St, Shelburne, ON L9V 3R7	Yes
163	Shelburne	Small Business Enterprise Orangville 200 Lakeview Court Upper Level Orangeville, ON L9W 5J7	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
164	Shelburne	Small Business Enterprise Shelburne 167 Centre St, Entrance E Shelburne, ON L9V 3R8	Yes
165	Simcoe	Fanshawe Employment Office 5 Queensway East, Simcoe, ON N3Y 5K2	Yes
166	Simcoe	Grand Erie District School Board Grand Erie Learning Centre - Simcoe Campus 150 West Street, Simcoe, ON N3Y 5C1	Yes
167	Simcoe	Simcoe Branch Library 46 Colborne St S, Simcoe, ON N3Y 4H3	Yes
168	Six Nations of the Grand River Territory	Grand Erie District School Board Grand Erie Learning Centre - Six Nations Campus 347 Erie Ave, Brantford, ON N3S 2H7	Yes
169	Six Nations of the Grand River Territory	Grand River Employment and Training 16 Sunrise Ct, Ohsweken, ON NOA 1M0	Yes
170	Six Nations of the Grand River Territory	Ogwehoweh Skills and Trades Training Centre 16 Sunrise Ct, Ohsweken, ON NOA 1M0	Yes
171	Six Nations of the Grand River Territory	Six Nations of Grand River Ontario Works 12 Sunrise Ct, Ohsweken, ON NOA 1M0	Yes
172	Smithville	Employment Help Centre Smithville 249 St. Catharines St Village Square Plaza, Units 10 and 13, Smithville, ON LOR 2A0	Yes
173	St. Catharines	Niagara Regional Native Centre 140 Welland Ave, St. Catharines, ON L2R 2N6	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
174	St. Catharines	Ontario Works 234 Bunting Road St. Catharines ON L2R 6Z4	Yes
175	St. Catharines	YMCA Employment Centre 285 Bunting Rd, St. Catharines, ON L2M 5V7	Yes
176	St. Thomas	Elgin Mall 417 Wellington St, St Thomas, ON N5R 5J5	Yes
177	St. Thomas	Northside Neighbourhood Hub 114 Confederation Dr, St Thomas, ON N5P 3P4	Yes
178	St. Thomas	St. Thomas Public Library 153 Curtis St, St Thomas, ON N5P 3Z7	Yes
179	Stouffville	York Works - Stouffville Location 111 Sandiford Dr, Whitchurch-Stouffville, ON L4A 0Z9	Yes
180	Stratford	Conestoga Career Centre 130 Youngs St, Stratford, ON N5A 1J7	Yes
181	Strathroy	Community Employment Choices 16 Second St, Strathroy, ON N7G 3H8	Yes
182	Summerstown	Glengarry Inter-Agency Group 580 Main St, S Alexandria, ON K0C 1A0	Yes
183	Sutton	Georgina Trades and Training Institute 5207 Baseline Rd, Sutton, ON LOE 1R0	Yes
184	Sutton	Kinsmen 3 Fairpark Lane, Sutton West, ON LOE 1R0	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
185	Sutton	Sutton High School 20798 Dalton Rd, Georgina, ON LOE 1R0	Yes
186	Sutton	York Works 20887 Dalton Rd, Sutton, ON LOE 1R0	Yes
187	Teeswater	Teeswater Library 2 Clinton St S, Teeswater, ON NOG 2S0	Yes
188	Temiskaming Shores	Temiskaming Shores and Area Chamber of Commerce 883356 Hwy 65 P.O. Box 811 New Liskeard, ON POJ 1P0	Yes
189	Trenton	Military Family Resource Centre 50 Rivers Dr, Trenton, ON K8V 1C5	Yes
190	Uxbridge	Uxbridge Heritage Railroad and Public Library 9 Toronto St S, Uxbridge, ON L9P 1P7	Yes
191	Vaughan	Seneca College Location varies within York Region based on the location selected by Seneca College for the community partner tradeshow	Yes
192	Walkerton	Adult Learning Centre 200 McNabb St, Suite 202 Walkerton, ON NOG 2V0	Yes
193	Walkerton	QUILL Learning Network 200 McNabb St, Walkerton, ON NOG 2V0	Yes
194	Walkerton	Walkerton Library 249 Durham St E, Walkerton, ON NOG 2V0	Yes
195	Welland	Employment Solutions 825 Ontario Rd, Welland, ON L3B 5V6	Yes

No.	Community of Access Point	Organization Name and Address	Open as of March 31, 2022
196	West Lorne	West Elgin Support Services 160 Main St, West Lorne, ON N0L 2P0	Yes
197	Wilberforce	Wilberforce Branch of the Haliburton Public Library 1101 Holmes Road Wilberforce, ON K0L 3C0	Yes
198	Winchester	Job Zone 530 Fred St, Winchester, ON K0C 2K0	Yes
199	Windsor	Can-am Indian friendship center 2929 Howard Ave, Windsor, ON N8X 4W4	Yes
200	Windsor	Employment Options Emplo 615 Ouellette Ave, Windsor, ON N9A 5W6	Yes
201	Windsor	St Clair College St Clair College Dr, Windsor, ON N9G 3C3	Yes

Appendix C – List of Requests for Programs and Courses Not Currently Available (April 1, 2021, to March 31, 2022)

Name	Type	Delivery	Full-Time/Part-Time	Sector	Language	Numbers of Requests
Accounting 1 Year Full-time	Program	Asynchronous	N/A	College	English	1
Activation Techniques in Gerontology	Program	Asynchronous	N/A	College	English	1
Anthropology Of Food Politics	Course	Blended	N/A	University	English	1
AZ Licencing	Program	Asynchronous	N/A	NA	English	1
Barber / Hairstyling	Program	Synchronous	N/A	College	English	1
Behaviour Management Systems	Program	Asynchronous	N/A	Other	English	1
Child and Youth Worker	Program	Asynchronous	Full-Time	College	English	1
Esthetician, make-up	Program	Asynchronous	N/A	College	English	1
Fish And Wildlife	Program	Asynchronous	Full-Time	College	English	1
HARP Certification - online	Course	Asynchronous	N/A	Other	English	1
Heavy Duty Mechanic - International	Program	Asynchronous	N/A	College	English	1
HI 205 Capstone Project	Course	Synchronous	N/A	College	English	1
HLTH308 - Dual Diagnosis	Course	Synchronous	N/A	College	English	1
Hot Stone Massage	Program	Asynchronous	N/A	N/A	English	1
HVAC	Program	Asynchronous	N/A	College	English	1
Industrial Engineering	Program	Blended	N/A	College		1
Leadership et Communication - French	Program	Asynchronous	N/A	College/University Collaboration	French	1
Massage Therapy	Program	Blended	N/A	College	English	2
Mortgage Underwriting course	Course	Blended	N/A	Others	English	1
Naturopathic Medicine	Program	Blended	N/A	Others	English	1

Name	Type	Delivery	Full-Time/Part-Time	Sector	Language	Numbers of Requests
Nutrition Live Class	Course	Synchronous	N/A	Literacy	English	1
Paralegal	Program	Asynchronous	N/A	College	English	1
Personal Support Worker International	Program	Asynchronous	N/A	College	English	10
Pharmacy Technician	Program	Asynchronous	N/A	College	English	1
PhD in Industrial and Manufacturing Engineering	Program	Asynchronous	N/A	University	English	1
Registered Nurse	Program	Asynchronous	N/A	University	English	1
Registered Practical Nurse	Program	Asynchronous	N/A	College	English	1
Restorative Care In a Longterm Care Setting	Course	Blended	N/A	College	English	1
Techniques d'éducation spécialisée	Program	Asynchronous	N/A	College	French	1

Appendix D – Social Media Reports

Social Media Quarterly Report – Apr - Jun, 2021

Impressions Breakdown

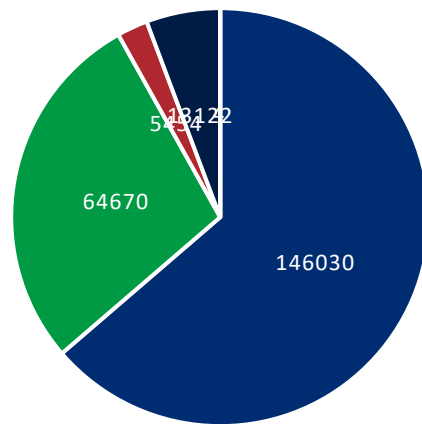
Channel	# of impressions
Facebook	146030
Twitter	64670
LinkedIn	5454
Instagram	13122

QUARTERLY COMPARISON		
Media	Apr-Jun '21	Apr-Jun '20
Facebook	146030	134820
Twitter	64670	77182
LinkedIn	5454	7068
Instagram	13122	38729

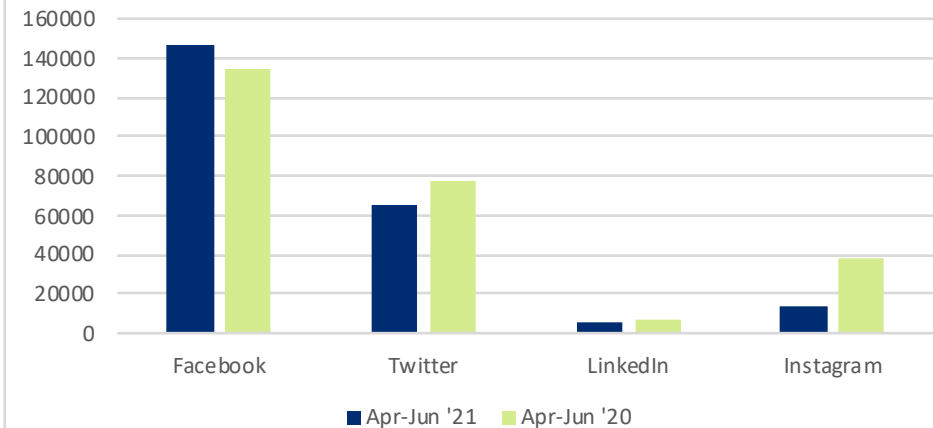
Note: While # of followers increases, impressions have not.

Note: Less advertising on Instagram in 2021.

Impressions by social media platform

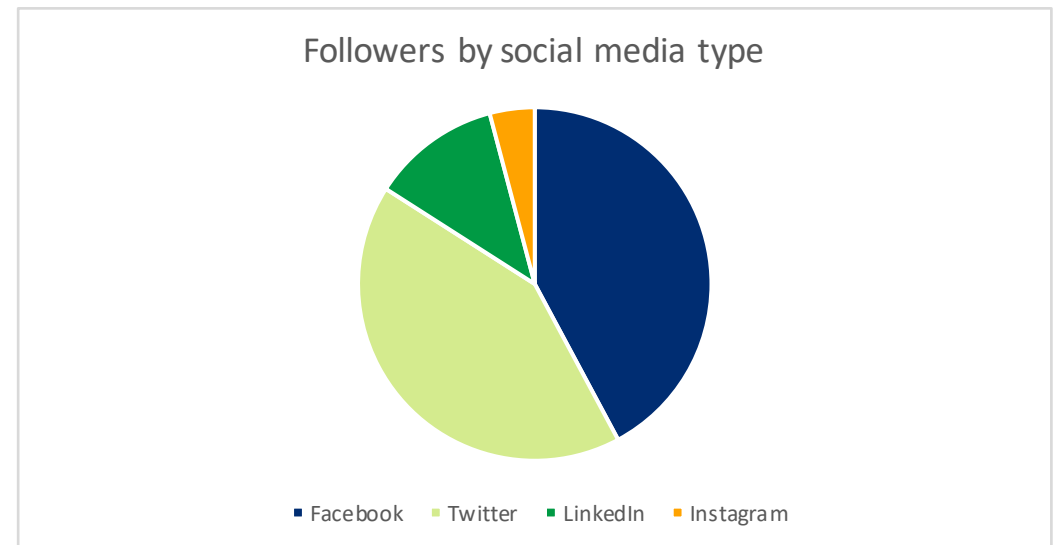
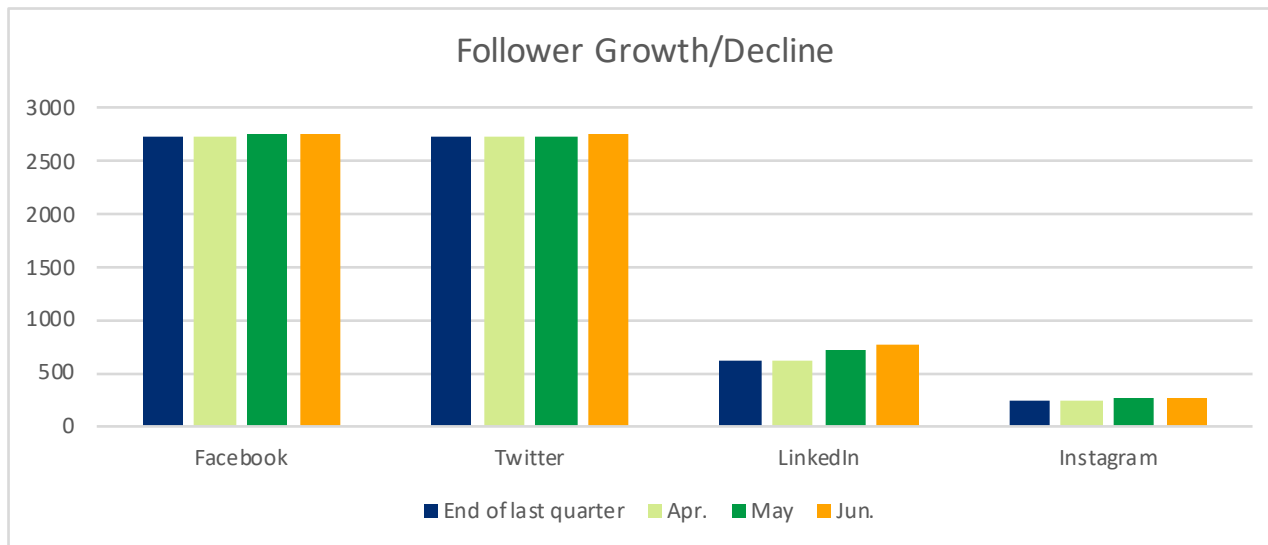


Quarterly impressions comparison



Follower Growth

Channel	End of last quarter	Apr.	May	Jun.
Facebook	2735	2731	2745	2758
Twitter	2721	2736	2733	2738
LinkedIn	609	620	712	774
Instagram	235	243	261	269



Number of posts

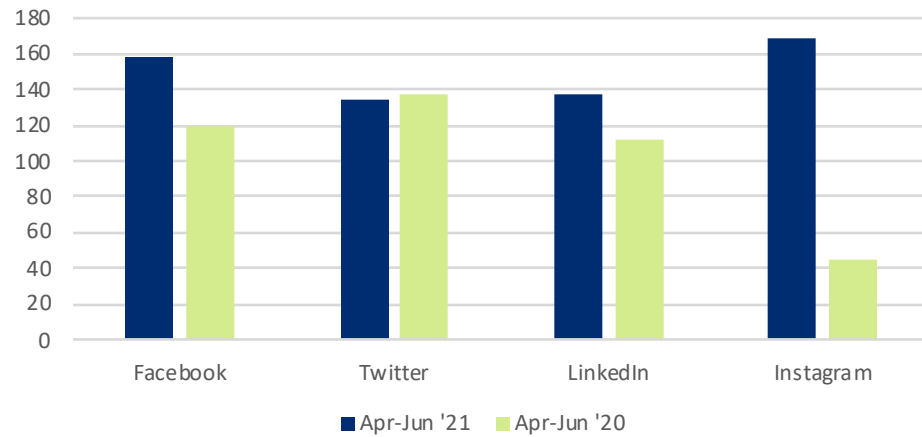
Engagement statistics

Channel	Apr-Jun '21	Apr-Jun '20
Facebook	158	120
Twitter	134	137
LinkedIn	137	112
Instagram	169	45

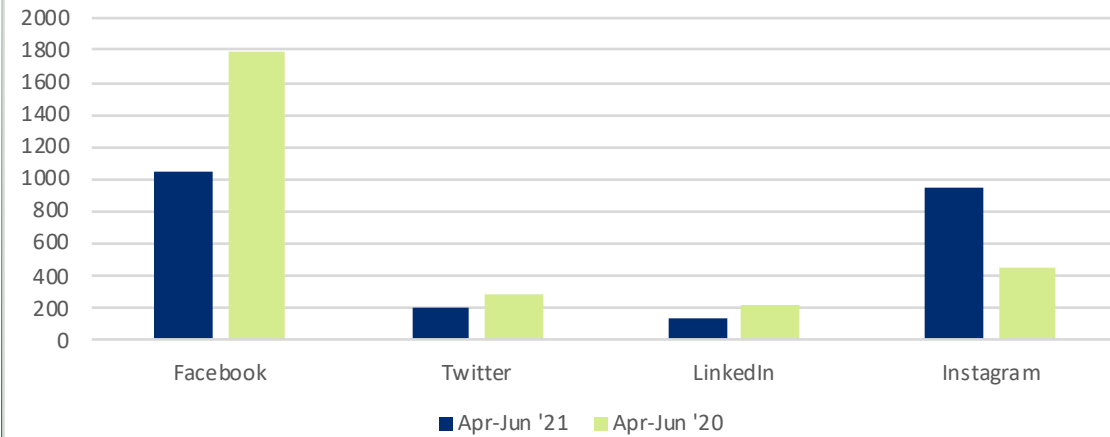
Likes/reactions

Channel	Apr-Jun '21	Apr-Jun '20
Facebook	1048	1794
Twitter	197	280
LinkedIn	128	214
Instagram	945	451

Number of posts - 3rd quarter comparison



Engagement statistics - 3rd quarter comparison



Social Media Quarterly Report – July to September 2021

Note: At the end of June 2021, Facebook changed its insights information, putting the emphasis on "reach" instead of "impressions". (Reach is the total number of people who see your content. Impressions are the number of times your content is displayed, no matter if it was clicked or not.)

Meanwhile, the reach metric isn't available for Twitter and LinkedIn on their analysis tools. The report has therefore been amended to show reach for all Facebook pages (main corporate page + local pages). As for Instagram, LinkedIn and Twitter, the information pertains solely to the main corporate pages at this time.

Reach breakdown for 42 Contact North | Contact Nord Facebook pages

Facebook page by community or territory	Overall reach July-Sept. 2021	Overall reach July-Sept. 2020
Main corporate page	88,708	208,275
Akwesasne	1,168	3,153
Atikokan, Dryden, Fort Frances, Ignace & Sioux Lookout	6,395	9,625
Attawapiskat	53	132
Central Algoma (Sault Ste. Marie)	65,934	47,930
Chapleau	676	885
Chatham Kent Lambton (Wallaceburg)	639	1,404
Cochrane	11,487	6,292
Elgin Middlesex	47	15
Grand River (Brantford)	1,404	20,339
Greenstone	1,148	2,097
Grey Bruce	11,748	3,135
Hastings Limestone (Madoc)	6,348	5,268
Hawkesbury	200	1,057
Hearst District	1,805	1,794
Huron Bluewater (Clinton)	751	735
Iroquois Falls	940	576
Kapuskasing	2,132	877

Kenora	826	1,846
Lake Superior North Shore	23,990	29,377
Manitoulin Island	44,996	55,801
Mid-North (Espanola, Elliot Lake)	50,924	1,384
Moosonee/Moose Factory/Mushkegowuk	8,380	15,741
Muskoka Haliburton (Bracebridge, Haliburton)	15,586	46,298
Niagara Region (St. Catharines)	325	67
Nipigon & Red Rock	353	649
Nipissing District and Area (North Bay)	54,704	17,001
Northumberland Durham (Cobourg)	4,972	13,253
Ottawa-Carleton (Orléans)	155	824
Parry Sound	113,818	61,152
Rainy River/Big Grassy	157	422
Red Lake	3,449	1,145
Shelburne	5,313	10,084
South Simcoe York (Georgina)	10,825	2,725
Superior North	105	389
Temiskaming Region (Haileybury, Kirkland Lake)	5,927	13,966
Timmins	2,848	1,245
Upper Canada – Cornwall	1,392	40,418
Wawa	5,627	2,114
Windsor	217	505
GTA (started Aug. 10, 2021)	5,730	
TOTALS	562,202	629,995

The reach decreased by 11% in 2021 when comparing the July to September periods of 2020 & 2021. Reasons for the decrease include:

1. Staff shortages at centre locations.
2. Facebook algorithm that has reduced organic views by an average of 5.2%.
(Source: [How the Facebook Algorithm Works in 2021 and How to Make it Work for You](#))
3. Changes in dollars spent on social media advertising.

Impressions breakdown for Instagram, Twitter and LinkedIn – Contact North | Contact Nord main corporate pages

Social media	Impressions July-Sept. 2021	Impressions July-Sept. 2020
Instagram	13,828	48,207
Twitter	49,786	42,115
LinkedIn	25,024	5,540

Increases and decreases in impressions are generally attributed to advertising levels in a quarter.

Follower Growth – Contact North | Contact Nord main corporate pages

Social media	End of last quarter (June 30, 2021)	End of this quarter (September 30, 2021)
Facebook	2,758	3,070
Instagram	269	288
Twitter	2,738	2,737
LinkedIn	774	797

Number of posts – Contact North | Contact Nord main corporate pages

Social media	July – September 2021	July – September 2020
Facebook	191	98
Instagram	211	112
Twitter	135	98
LinkedIn	141	102

Engagement statistics – Contact North | Contact Nord main corporate pages

Social media	July – September 2021	July – September 2020
Facebook	3,576	1,593
Instagram	1,017	788
Twitter	652	126
LinkedIn	552	119

Social Media Quarterly Report – October to December 2021

Reach breakdown for 43 Contact North | Contact Nord Facebook pages

Facebook page by community or territory	Overall reach Oct-Dec 2021	Overall reach Oct-Dec 2020
Main corporate page	162,661	140,900
Akwesasne	174	1,330
Atikokan, Dryden, Fort Frances, Ignace & Sioux Lookout	12,151	7,617
Attawapiskat	51	339
Central Algoma (Sault Ste. Marie)	59,935	57,494
Chapleau	1,025	1,033
Chatham Kent Lambton (Wallaceburg)	1,879	3,880
Cochrane	3,681	18,470
Elgin Middlesex	95	27
Grand River (Brantford)	2,158	14,545
Greenstone	6,478	4,590
Grey Bruce	3,147	4,031
Hastings Limestone (Madoc)	4,045	3,924
Hawkesbury	161	4,390
Hearst District	1,121	1,418
Huron Bluewater (Clinton)	721	1,228
Iroquois Falls	1,179	4,351
Kapuskasing	2,366	1,171
Kenora	1,063	1,614
Lake Superior North Shore	15,331	28,155
Manitoulin Island	60,658	48,450
Mid-North (Espanola, Elliot Lake)	18,542	14,692
Moosonee/Moose Factory/Mushkegowuk	990+	24,648
Muskoka Haliburton (Bracebridge, Haliburton)	2,384	40,671
Niagara Region (St. Catharines)	1,816	3,635
Nipigon & Red Rock	819	873

Nipissing District and Area (North Bay)	51,364	8,892
Northumberland Durham (Cobourg)	17,512	13,358
Ottawa-Carleton (Orléans)	4,993	4,819
Parry Sound	44,236	84,308
Pembroke (FB page created December 2021)	590	
Rainy River/Big Grassy	3,945	321
Red Lake	2,734	709
Shelburne	1,760	3,584
South Simcoe York (Georgina)	7,199	2,416
Sudbury (FB page created in Aug. 2021)	17,112	
Superior North (Sandy Lake FN, North Caribou FN & Big Trout Lake FN)	216	276
Temiskaming Region (Haileybury, Kirkland Lake)	3,992	19,174
Timmins	2,162	1,511
Upper Canada – Cornwall	1,143	21,307
Wawa	2,418	3,827
Windsor	221	3,178
GTA (started Aug. 10, 2021)	2,116	
TOTALS	528,344	601,156

The reach decreased by 12% in 2021 when comparing the October to December periods of 2020 & 2021. Reasons for the decrease include:

1. Staff shortages at centre locations.
2. Facebook algorithm that has reduced organic views by an average of 5.2%. (Source: [How the Facebook Algorithm Works in 2021 and How to Make it Work for You](#))
3. Changes in dollars spent on social media advertising.

Impressions breakdown for Instagram, Twitter and LinkedIn – Contact North | Contact Nord main corporate pages

Social media	Impressions Oct.-Dec. 2021	Impressions Oct.-Dec. 2020
Instagram	32,452	18,362
Twitter	145,731	43,877
LinkedIn	99,816	5,191

Increases and decreases in impressions are generally attributed to advertising levels in a quarter.

Follower Growth – Contact North | Contact Nord main corporate pages

Social media	End of this quarter (Dec. 31, 2021)	End of last quarter (Sept. 30, 2021)
Facebook	3,085	3,070
Instagram	324	288
Twitter	2,747	2,737
LinkedIn	1,537	797

Number of posts – Contact North | Contact Nord main corporate pages

Social media	Oct.-Dec. 2021	Oct.-Dec. 2020
Facebook	205	112
Instagram	211	120
Twitter	146	119
LinkedIn	147	108

Engagement statistics – Contact North | Contact Nord main corporate pages

Social media	Oct.-Dec. 2021	Oct.-Dec. 2020
Facebook	5,428	1804
Instagram	1,026	867
Twitter	4,587	470
LinkedIn	547	553

Social Media Quarterly Report – January to March 2022

Reach breakdown for 47 Contact North | Contact Nord Facebook pages

Facebook page by community or territory	Overall reach Jan-Mar 2022	Overall reach Jan-Mar 2021
Main corporate page	21,752	214,389
Akwesasne	85	902
Atikokan, Dryden, Fort Frances, Ignace & Sioux Lookout	8,581	5,492
Attawapiskat	19	228
Brockville (FB page created in January 2022)	27	
Central Algoma (Sault Ste. Marie)	72,269	81,079
Chapleau	365	1,732
Chatham Kent Lambton (Wallaceburg)	3,690	4,329
Cochrane	1,899	15,784
Elgin Middlesex	14	741
Grand River (Brantford)	2,692	2,447
GTA (FB page created Aug. 10, 2021)	19,692	
Greenstone	87,942	2,396
Grey Bruce	13,634	5,169
Hastings Limestone (Madoc)	860	19,254
Hawkesbury	90	1,159
Hearst District	1,673	1,157
Huron Bluewater (Clinton)	1,253	1,440
Iroquois Falls	1,875	1,272
Kapuskasing	3,547	1,420
Kenora	43,689	2,296
Lake Superior North Shore	14,052	48,307
Manitoulin Island	58,974	59,319
Mid-North (Espanola, Elliot Lake)	45,150	42,238
Moosonee/Moose Factory/Mushkegowuk	12,200	20,682

Muskoka Haliburton (Bracebridge, Haliburton)	8,222	61,441
Niagara Region (St. Catharines)	1,190	685
Nipigon & Red Rock	67,369	2,429
Nipissing District and Area (North Bay)	41,423	45,461
Northumberland Durham (Cobourg)	331	10,768
Ottawa-Carleton (Orléans)	501	40,083
Parry Sound	77,041	157,053
Pembroke (FB page created December 2021)	4,970	
Picton (FB page created in January 2022)	928	
Pikangikum First Nation (FB page created in January 2022)	3,178	
Rainy River/Big Grassy	37,424	163
Red Lake	27,319	1,157
Richmond (FB page created in January 2022)	46	
Shelburne	3,364	2,854
South Simcoe York (Georgina)	365	15,427
Sudbury (FB page created in Aug. 2021)	6,244	
Superior North (Sandy Lake FN, North Caribou FN & Big Trout Lake FN)	25,457	925
Temiskaming Region (Haileybury, Kirkland Lake)	2,894	9,876
Timmins	2,290	1,228
Upper Canada – Cornwall	1,678	19,982
Wawa	1,113	10,580
Windsor	2,607	827
TOTALS	725,771	917,245

While the overall reach has increased by 26% when comparing the January to March periods of 2021 & 2022, many Facebook pages saw huge positive or negative changes depending on various factors:

1. Staff shortages and/or changes at centre locations.
2. Changes in dollars spent on social media advertising.
3. Increased use of Facebook contests to boost both visitorship and course registrations.

Impressions breakdown for Instagram, Twitter and LinkedIn – Contact North | Contact Nord main corporate pages

Social media	Impressions Jan.-Mar. 2022	Impressions Jan.-Mar. 2021
Instagram	5897	24,798
Twitter	43,039	60,985
LinkedIn	6994	27,714

Increases and decreases in impressions are generally attributed to advertising levels in a quarter.

Follower Growth – Contact North | Contact Nord main corporate pages

Social media	End of this quarter (Mar. 31, 2022)	End of last quarter (Dec. 31, 2021)
Facebook	3,096	3,085
Instagram	357	324
Twitter	2,762	2,747
LinkedIn	1800	1537

Number of posts – Contact North | Contact Nord main corporate pages

Social media	Jan.-Mar. 2022	Jan.-Mar. 2021
Facebook	170	112
Instagram	172	107
Twitter	100	119
LinkedIn	104	108

Engagement statistics – Contact North | Contact Nord main corporate pages

Social media	Jan.-Mar. 2022	Jan.-Mar. 2021
Facebook	1,558	1804
Instagram	564	913
Twitter	383	470
LinkedIn	125	553

Appendix E – List of Communities Served

Community Name	Online Learning Centre	Region
Aamjiwaang First Nation (Chippewas of Sarnia First Nation)	Wallaceburg	Southwest Region
Aberfoyle	Woodstock	Southwest Region
Acton	Shelburne	South Central Region
Addison	Cornwall	Southeast Region
Agnew Lake	Espanola	North Central Region
Ailsa Craig	Clinton	Southwest Region
Ajax	Cobourg	Southeast Region
Akwesasne	Akwesasne First Nation	Southeast Region
Alban	St. Charles	North Central Region
Alcona	Georgina	South Central Region
Alderville First Nation	Cobourg	Southeast Region
Alexandria	Cornwall	Southeast Region
Alfred	Hawkesbury	Southeast Region
Algoma Mills	Mississauga First Nation	North Central Region
Algonquin Highlands	Haliburton	Southeast Region
Algonquins of Pikwàkanagàn First Nation (Golden Lake)	Haliburton	Southeast Region
Allan Park	Kincardine	South Central Region
Allenford	Kincardine	South Central Region
Allensville	Bracebridge	Southeast Region
Alliston	Shelburne	South Central Region
Alma	Shelburne	South Central Region
Almonte	Orleans	Southeast Region
Alnwick	Cobourg	Southeast Region
Alvinston	Wallaceburg	Southwest Region
Amaranth	Shelburne	South Central Region
Amberley	Kincardine	South Central Region
Amherst Island	Madoc	Southeast Region
Amherstburg	Windsor	Southwest Region
Amherstview	Madoc	Southeast Region
Ancaster	Brantford	South Central Region
Angus	Shelburne	South Central Region
Animakee Wa Zhing #37 First Nation	Kenora	Northwest Region
Anishinaabeg Of Naongashing First Nation (Big Island)	Big Grassy River First Nation	Northwest Region
Ansnoeveldt	Georgina	South Central Region

Community Name	Online Learning Centre	Region
Apple Hill	Cornwall	Southeast Region
Apsley	Haliburton	Southeast Region
Ardtree	Bracebridge	Southeast Region
Argyle	Georgina	South Central Region
Arkona	St. Thomas	Southwest Region
Armstrong	Thunder Bay	Thunder Bay Region
Arnprior	Orleans	Southeast Region
Aroland First Nation	Nakina	Northwest Region
Arthur	Shelburne	South Central Region
Arva	St. Thomas	Southwest Region
Ashburn	Cobourg	Southeast Region
Ashton	Orleans	Southeast Region
Ashworth	Bracebridge	Southeast Region
Aspdin	Bracebridge	Southeast Region
Astorville	Astorville	North Central Region
Athens	Cornwall	Southeast Region
Atherley	Bracebridge	Southeast Region
Atikameksheng Anishnawbek First Nation	Sudbury	Sudbury Region
Atikokan	Atikokan	Northwest Region
Attawapiskat First Nation	Attawapiskat First Nation	Northeast Region
Auburn	Clinton	Southwest Region
Aundeck Omni Kaning First Nation (Sucker Creek)	MChigeeng	North Central Region
Aurora	Georgina	South Central Region
Avonmore	Cornwall	Southeast Region
Aylmer	St. Thomas	Southwest Region
Ayr	Woodstock	Southwest Region
Azilda	Sudbury	Sudbury Region
Baddow	Haliburton	Southeast Region
Baden	Woodstock	Southwest Region
Badjeros	Shelburne	South Central Region
Bailieboro	Cobourg	Southeast Region
Bainsville	Cornwall	Southeast Region
Bala	Bracebridge	Southeast Region
Balderson	Madoc	Southeast Region
Ballantrae	Georgina	South Central Region
Balm Beach	Parry Sound	North Central Region
Balmertown	Red Lake	Northwest Region

Community Name	Online Learning Centre	Region
Balsam Creek	North Bay	North Central Region
Baltimore	Cobourg	Southeast Region
Bancroft	Madoc	Southeast Region
Baptiste	Haliburton	Southeast Region
Barber's Bay	South Porcupine	Northeast Region
Bardsville	Bracebridge	Southeast Region
Barrhaven	Orleans	Southeast Region
Barrie	Georgina	South Central Region
Barrie Island	Gore Bay	North Central Region
Barry's Bay	Haliburton	Southeast Region
Barwick	Rainy River	Northwest Region
Batchewana First Nation	Sault Ste. Marie	North Central Region
Bath	Madoc	Southeast Region
Bateaux	Shelburne	South Central Region
Battersea	Madoc	Southeast Region
Bayfield	Clinton	Southwest Region
Bayham	St. Thomas	Southwest Region
Bayshore Village	Bracebridge	Southeast Region
Baysville	Bracebridge	Southeast Region
Bayview Village	Georgina	South Central Region
Beachburg	Orleans	Southeast Region
Bealton	Brantford	South Central Region
Beamsville	St. Catharines	South Central Region
Beardmore	Red Rock	Northwest Region
Bearskin Lake First Nation	Big Trout Lake First Nation	Northwest Region
Beatrice	Bracebridge	Southeast Region
Beaumaris	Bracebridge	Southeast Region
Beausoleil First Nation (Christian Island)	Parry Sound	North Central Region
Beaver Lake	Espanola	North Central Region
Beaverhouse First Nation	Kirkland Lake	Northeast Region
Beaverton	Georgina	South Central Region
Beeton	Shelburne	South Central Region
Belle River	Windsor	Southwest Region
Belle Vallée	Haileybury	Northeast Region
Belleville	Madoc	Southeast Region
Bellrock	Madoc	Southeast Region
Belmont	St. Thomas	Southwest Region

Community Name	Online Learning Centre	Region
Belwood	Shelburne	South Central Region
Bent River	Bracebridge	Southeast Region
Bethesda	Georgina	South Central Region
Bewdley	Cobourg	Southeast Region
Big Cedar	Madoc	Southeast Region
Big Chute	Parry Sound	North Central Region
Big Grassy River First Nation	Big Grassy River First Nation	Northwest Region
Big Trout Lake First Nation (Kitchenuhmaykoosib Inninuwug)	Big Trout Lake First Nation	Northwest Region
Biigtigong Nishnaabeg (Ojibways of the Pic River First Nation) (Heron Bay)	Marathon	Northwest Region
Billings	MChigeeng	North Central Region
Bill's Corners	Brantford	South Central Region
Binbrook	Brantford	South Central Region
Bingwi Neyaashi Anishinaabek (Sand Point First Nation)	Thunder Bay	Thunder Bay Region
Birds Creek	Haliburton	Southeast Region
Birkendale	Bracebridge	Southeast Region
Bishops Mills	Cornwall	Southeast Region
Black River	Matheson	Northeast Region
Blackburn Hamlet	Orleans	Southeast Region
Blackhawk	Rainy River	Northwest Region
Blacks Corner	Orleans	Southeast Region
Blackstock	Cobourg	Southeast Region
Blenheim	Wallaceburg	Southwest Region
Blezard Valley	Sudbury	Sudbury Region
Blind River	Mississauga First Nation	North Central Region
Blue Mountains	Shelburne	South Central Region
Blyth	Clinton	Southwest Region
Bobcaygeon	Haliburton	Southeast Region
Bolsover	Georgina	South Central Region
Bolton	Shelburne	South Central Region
Bonfield	Bonfield	North Central Region
Bonnechere	Haliburton	Southeast Region
Bonville	Cornwall	Southeast Region
Borden	Shelburne	South Central Region
Borups Corner	Dryden	Northwest Region
Boston Creek	Kirkland Lake	Northeast Region

Community Name	Online Learning Centre	Region
Bothwell	Wallaceburg	Southwest Region
Boulter	Madoc	Southeast Region
Bourget	Orleans	Southeast Region
Bowmanville	Cobourg	Southeast Region
Bracebridge	Bracebridge	Southeast Region
Bradford	Georgina	South Central Region
Braeside	Orleans	Southeast Region
Brampton	Shelburne	South Central Region
Branchton	Woodstock	Southwest Region
Brantford	Brantford	South Central Region
Brechin	Georgina	South Central Region
Breslau	Woodstock	Southwest Region
Brighton	Cobourg	Southeast Region
Bright's Grove	Wallaceburg	Southwest Region
Brisbane	Shelburne	South Central Region
Britannia	Orleans	Southeast Region
Britt	Parry Sound	North Central Region
Brockville	Cornwall	Southeast Region
Brooklin	Cobourg	Southeast Region
Bruce Mines	Thessalon First Nation	North Central Region
Brudenell	Haliburton	Southeast Region
Brunswick House First Nation	Chapleau	Northeast Region
Brussels	Clinton	Southwest Region
Buckhorn	Haliburton	Southeast Region
Burford	Brantford	South Central Region
Burgessville	Woodstock	Southwest Region
Burk's Falls	South River	North Central Region
Burleigh Falls	Haliburton	Southeast Region
Burlington	Brantford	South Central Region
Burnaby	St. Catharines	South Central Region
Burnbrae	Cobourg	Southeast Region
Burnstown	Orleans	Southeast Region
Burnt River	Haliburton	Southeast Region
Burpee	Gore Bay	North Central Region
Byng Inlet	Parry Sound	North Central Region
Cache Bay	Sturgeon Falls	North Central Region
Caistorville	St. Catharines	South Central Region
Caledon	Shelburne	South Central Region

Community Name	Online Learning Centre	Region
Caledonia	Brantford	South Central Region
Callander	Astorville	North Central Region
Calstock	Constance Lake First Nation	Northeast Region
Calton	St. Thomas	Southwest Region
Camborne	Cobourg	Southeast Region
Cambridge	Woodstock	Southwest Region
Camden East	Madoc	Southeast Region
Cameron	Cobourg	Southeast Region
Camerons Point	Cornwall	Southeast Region
Camilla	Shelburne	South Central Region
Camlachie	Wallaceburg	Southwest Region
Campbellford	Madoc	Southeast Region
Campbellville	Woodstock	Southwest Region
Cannington	Georgina	South Central Region
Capreol	Sudbury	Sudbury Region
Caramat	Longlac	Northwest Region
Cardiff	Haliburton	Southeast Region
Cardinal	Cornwall	Southeast Region
Cargill	Kincardine	South Central Region
Carleton Place	Orleans	Southeast Region
Carling	Parry Sound	North Central Region
Carlisle	Clinton	Southwest Region
Carluke	Brantford	South Central Region
Carnarvon	Haliburton	Southeast Region
Carrying Place	Madoc	Southeast Region
Cashtown Corners	Shelburne	South Central Region
Casselman	Cornwall	Southeast Region
Castleton	Cobourg	Southeast Region
Cat Lake First Nation	Pickle Lake	Northwest Region
Catchacoma	Haliburton	Southeast Region
Cayuga	Brantford	South Central Region
Cedar Springs	Wallaceburg	Southwest Region
Cedar Valley	Georgina	South Central Region
Central Patricia	Pickle Lake	Northwest Region
Centralia	Clinton	Southwest Region
Centurion	Bracebridge	Southeast Region
Chalk River	Mattawa	North Central Region
Chamberlain	Englehart	Northeast Region

Community Name	Online Learning Centre	Region
Chapleau	Chapleau	Northeast Region
Chapleau Cree First Nation	Chapleau	Northeast Region
Chapleau Ojibway First Nation	Chapleau	Northeast Region
Chaput Hughes	Kirkland Lake	Northeast Region
Charing Cross	Wallaceburg	Southwest Region
Charlton	Englehart	Northeast Region
Chatham	Wallaceburg	Southwest Region
Chatsworth	Kincardine	South Central Region
Chelmsford	Sudbury	Sudbury Region
Cheltenham	Shelburne	South Central Region
Chepstow	Kincardine	South Central Region
Chesley	Kincardine	South Central Region
Chesterville	Cornwall	Southeast Region
Chippewas of Georgina Island First Nation	Georgina	South Central Region
Chippewas of Mnjikaning First Nation (Rama)	Bracebridge	Southeast Region
Chippewas of Nawash Unceded First Nation (Cape Crocker)	Kincardine	South Central Region
Chippewas of the Thames First Nation	St. Thomas	Southwest Region
Chisholm	Astorville	North Central Region
Chute-à-Blondeau	Hawkesbury	Southeast Region
Claremont	Georgina	South Central Region
Clarence	Orleans	Southeast Region
Clarence Creek	Orleans	Southeast Region
Clarington	Cobourg	Southeast Region
Clarksburg	Shelburne	South Central Region
Clayton	Orleans	Southeast Region
Clear Lake, Bracebridge	Bracebridge	Southeast Region
Clear Lake, Parry Sound District	South River	North Central Region
Clearview	Shelburne	South Central Region
Clearwater Bay	Kenora	Northwest Region
Clifford	Kincardine	South Central Region
Clinton	Clinton	Southwest Region
Cloud Bay	Thunder Bay	Thunder Bay Region
Cloyne	Madoc	Southeast Region
Clute	Cochrane	Northeast Region
Cobalt	Haileybury	Northeast Region
Cobden	Orleans	Southeast Region

Community Name	Online Learning Centre	Region
Coboconk	Haliburton	Southeast Region
Cobourg	Cobourg	Southeast Region
Cochenour	Red Lake	Northwest Region
Cochrane	Cochrane	Northeast Region
Coe Hill	Madoc	Southeast Region
Colborne	Cobourg	Southeast Region
Colchester	Windsor	Southwest Region
Cold Springs	Cobourg	Southeast Region
Coldwater	Bracebridge	Southeast Region
Collingwood	Shelburne	South Central Region
Comber	Windsor	Southwest Region
Combermere	Haliburton	Southeast Region
Concord	Georgina	South Central Region
Conestogo	Woodstock	Southwest Region
Coniston	Sudbury	Sudbury Region
Conn	Shelburne	South Central Region
Connaught, District of Cochrane	South Porcupine	Northeast Region
Connaught, United Counties of Stormont,Dundas, and Glengarry	Orleans	Southeast Region
Consecon	Madoc	Southeast Region
Constance Lake First Nation	Constance Lake First Nation	Northeast Region
Cookstown	Georgina	South Central Region
Copper Cliff	Sudbury	Sudbury Region
Coppins Corners	Georgina	South Central Region
Corbeil	Astorville	North Central Region
Corbetton	Shelburne	South Central Region
Corbyville	Madoc	Southeast Region
Cormac	Haliburton	Southeast Region
Cornwall	Cornwall	Southeast Region
Corunna	Wallaceburg	Southwest Region
Cottam	Windsor	Southwest Region
Couchiching First Nations	Fort Frances	Northwest Region
Coulson	Bracebridge	Southeast Region
Courtice	Cobourg	Southeast Region
Courtland	Woodstock	Southwest Region
Courtright	Wallaceburg	Southwest Region
Crampton	St. Thomas	Southwest Region
Crediton	Clinton	Southwest Region

Community Name	Online Learning Centre	Region
Creemore	Shelburne	South Central Region
Crooked Bay	Parry Sound	North Central Region
Crossley Hunter	St. Thomas	Southwest Region
Crysler	Cornwall	Southeast Region
Crystal Beach	St. Catharines	South Central Region
Crystal Falls	Sturgeon Falls	North Central Region
Cumberland	Orleans	Southeast Region
Cumberland Beach	Bracebridge	Southeast Region
Curran	Hawkesbury	Southeast Region
Curry Hill	Cornwall	Southeast Region
Curve Lake First Nation	Cobourg	Southeast Region
Dalkeith	Hawkesbury	Southeast Region
Dalrymple	Bracebridge	Southeast Region
Damascus	Shelburne	South Central Region
Dane	Kirkland Lake	Northeast Region
Dashwood	Clinton	Southwest Region
Dawn	Wallaceburg	Southwest Region
Deacon	Haliburton	Southeast Region
Deep River	Mattawa	North Central Region
Deer Lake First Nation	Sandy Lake First Nation	Northwest Region
Delaware	St. Thomas	Southwest Region
Delaware Nation at Moraviantown First Nation (Moravian of the Thames)	Wallaceburg	Southwest Region
Delhi	Brantford	South Central Region
Deloro	Madoc	Southeast Region
Denbigh	Madoc	Southeast Region
Departure Lake	Smooth Rock Falls	Northeast Region
Desbarats	Thessalon First Nation	North Central Region
Desboro	Kincardine	South Central Region
Deseronto	Madoc	Southeast Region
Deux Rivieres	Mattawa	North Central Region
Devlin	Fort Frances	Northwest Region
Dinorwic	Dryden	Northwest Region
Dobie	Kirkland Lake	Northeast Region
Dokis First Nation (Waabnoong Bemjwang)	Dokis First Nation	North Central Region
Dorchester	St. Thomas	Southwest Region
Dorion	Thunder Bay	Thunder Bay Region

Community Name	Online Learning Centre	Region
Dorset	Bracebridge	Southeast Region
Douglas	Orleans	Southeast Region
Douro	Madoc	Southeast Region
Dover Centre	Wallaceburg	Southwest Region
Dowling	Sudbury	Sudbury Region
Drayton	Woodstock	Southwest Region
Dresden	Wallaceburg	Southwest Region
Driftwood	Cochrane	Northeast Region
Drumbo	Woodstock	Southwest Region
Dryden	Dryden	Northwest Region
Duart	Wallaceburg	Southwest Region
Dubreuilville	Wawa	Northwest Region
Duclos Point	Georgina	South Central Region
Dunchurch	Parry Sound	North Central Region
Dundalk	Shelburne	South Central Region
Dundas	Brantford	South Central Region
Dundurn	Brantford	South Central Region
Dunnville	Brantford	South Central Region
Dunrobin	Orleans	Southeast Region
Dunsford	Cobourg	Southeast Region
Duntroon	Shelburne	South Central Region
Durham	Kincardine	South Central Region
Dutton	St. Thomas	Southwest Region
Duttona Beach	St. Thomas	Southwest Region
Dwight	Bracebridge	Southeast Region
Dyment	Dryden	Northwest Region
Dymond	Haileybury	Northeast Region
Eabametoong First Nation (Fort Hope)	Pickle Lake	Northwest Region
Eagle Lake First Nation (Migisi Sahgaigan)	Dryden	Northwest Region
Eagle Lake, Dysart et al	Haliburton	Southeast Region
Eagle River	Dryden	Northwest Region
Ear Falls	Red Lake	Northwest Region
Earlton	Englehart	Northeast Region
East Ferris	Astorville	North Central Region
East Garafraxa	Shelburne	South Central Region
East Gwillimbury	Georgina	South Central Region
East York	Georgina	South Central Region

Community Name	Online Learning Centre	Region
East Zorra	Woodstock	Southwest Region
Echo Bay	Sault Ste. Marie	North Central Region
Eden	St. Thomas	Southwest Region
Eden Mills	Woodstock	Southwest Region
Edgar	Bracebridge	Southeast Region
Eganville	Orleans	Southeast Region
Egbert	Shelburne	South Central Region
Eldee	North Bay	North Central Region
Eldon	Georgina	South Central Region
Eldorado	Madoc	Southeast Region
Elgin	Madoc	Southeast Region
Elginburg	Madoc	Southeast Region
Elizabethtown	Cornwall	Southeast Region
Elk Lake	Englehart	Northeast Region
Elliot Lake	Elliot Lake	North Central Region
Elmira	Woodstock	Southwest Region
Elmvale	Shelburne	South Central Region
Elmwood	Kincardine	South Central Region
Elora	Shelburne	South Central Region
Embro	Woodstock	Southwest Region
Embrun	Orleans	Southeast Region
Emo	Fort Frances	Northwest Region
Emsdale	South River	North Central Region
Englehart	Englehart	Northeast Region
English River	Ignace	Northwest Region
Ennismore	Cobourg	Southeast Region
Erin	Shelburne	South Central Region
Erinsville	Madoc	Southeast Region
Ernestown	Madoc	Southeast Region
Escott	Cornwall	Southeast Region
Espanola	Espanola	North Central Region
Essex	Windsor	Southwest Region
Estaire	Sudbury	Sudbury Region
Etobicoke	Georgina	South Central Region
Eton Rugby	Dryden	Northwest Region
Evansville	Gore Bay	North Central Region
Everett	Shelburne	South Central Region
Exeter	Clinton	Southwest Region

Community Name	Online Learning Centre	Region
Falconbridge	Sudbury	Sudbury Region
Falkland	Brantford	South Central Region
Fauquier	Kapusking	Northeast Region
Fenelon Falls	Haliburton	Southeast Region
Fergus	Shelburne	South Central Region
Feversham	Shelburne	South Central Region
Field	Sturgeon Falls	North Central Region
Finch	Cornwall	Southeast Region
Fingal	St. Thomas	Southwest Region
Finland	Rainy River	Northwest Region
Finmark	Thunder Bay	Thunder Bay Region
Fishers Glen	Brantford	South Central Region
Fisherville	Brantford	South Central Region
Flesherton	Shelburne	South Central Region
Flinton	Madoc	Southeast Region
Floradale	Shelburne	South Central Region
Floral Park	Bracebridge	Southeast Region
Florence	Wallaceburg	Southwest Region
Foleyet	Chapleau	Northeast Region
Fonthill	St. Catharines	South Central Region
Foot's Bay	Parry Sound	North Central Region
Forest	Wallaceburg	Southwest Region
Forest Home	Bracebridge	Southeast Region
Forest Mills	Madoc	Southeast Region
Foresters Falls	Orleans	Southeast Region
Formosa	Kincardine	South Central Region
Fort Albany First Nation	Moosonee	Northeast Region
Fort Erie	St. Catharines	South Central Region
Fort Frances	Fort Frances	Northwest Region
Fort Irwin	Haliburton	Southeast Region
Fort Severn First Nation	Big Trout Lake First Nation	Northwest Region
Fort William First Nation	Thunder Bay	Thunder Bay Region
Foxboro	Madoc	Southeast Region
Foymount	Haliburton	Southeast Region
Frankford	Madoc	Southeast Region
Frankville	Orleans	Southeast Region
Fraserdale	Smooth Rock Falls	Northeast Region
Fraserville	Cobourg	Southeast Region

Community Name	Online Learning Centre	Region
Frederick House	Cochrane	Northeast Region
French River	St. Charles	North Central Region
Gamebridge	Georgina	South Central Region
Gananoque Junction	Madoc	Southeast Region
Garden River First Nation	Sault Ste. Marie	North Central Region
Garson	Sudbury	Sudbury Region
Gelert	Haliburton	Southeast Region
Genier	Cochrane	Northeast Region
George	Brantford	South Central Region
Georgetown	Shelburne	South Central Region
Georgina	Georgina	South Central Region
Geraldton	Geraldton	Northwest Region
Gilford	Georgina	South Central Region
Gilford Beach	Georgina	South Central Region
Gilmour	Madoc	Southeast Region
Ginoogaming First Nation	Ginoogaming First Nation	Northwest Region
Glammis	Kincardine	South Central Region
Glanworth	St. Thomas	Southwest Region
Glen Alda	Madoc	Southeast Region
Glen Huron	Shelburne	South Central Region
Glen Meyer	St. Thomas	Southwest Region
Glen Orchard	Bracebridge	Southeast Region
Glen Robertson	Hawkesbury	Southeast Region
Glen Ross	Madoc	Southeast Region
Glen Tay	Madoc	Southeast Region
Glen Walter	Cornwall	Southeast Region
Glenarm	Georgina	South Central Region
Glenburnie	Madoc	Southeast Region
Glencoe	St. Thomas	Southwest Region
Gloucester	Orleans	Southeast Region
Goderich	Clinton	Southwest Region
Gogama	South Porcupine	Northeast Region
Golden	Red Lake	Northwest Region
Golden Lake	Haliburton	Southeast Region
Gooderham	Haliburton	Southeast Region
Goodwood Cedar Valley	Georgina	South Central Region
Gore Bay	Gore Bay	North Central Region
Gores Landing	Cobourg	Southeast Region

Community Name	Online Learning Centre	Region
Gorham	Thunder Bay	Thunder Bay Region
Gormley	Georgina	South Central Region
Gorrie	Clinton	Southwest Region
Goulais River	Sault Ste. Marie	North Central Region
Gowganda	Englehart	Northeast Region
Grafton	Cobourg	Southeast Region
Grand Bend	Clinton	Southwest Region
Grand Valley	Shelburne	South Central Region
Grande Pointe	Wallaceburg	Southwest Region
Grasshill	Georgina	South Central Region
Grassy Narrows First Nation (Asubpeeschoseewagong First Nation)	Kenora	Northwest Region
Gravel Hill	Cornwall	Southeast Region
Gravenhurst	Bracebridge	Southeast Region
Greater Napanee	Madoc	Southeast Region
Greely	Orleans	Southeast Region
Green Valley	Cornwall	Southeast Region
Greensborough	Georgina	South Central Region
Gregoires Mill	Smooth Rock Falls	Northeast Region
Grey Highlands	Shelburne	South Central Region
Griffith	Madoc	Southeast Region
Grimsby	St. Catharines	South Central Region
Gros Cap	Sault Ste. Marie	North Central Region
Guelph	Woodstock	Southwest Region
Gull Bay First Nation (Kiashke Zaaging Anishinaabek)	Thunder Bay	Thunder Bay Region
Guthrie	Bracebridge	Southeast Region
Hagersville	Brantford	South Central Region
Haileybury	Haileybury	Northeast Region
Hainsville	Cornwall	Southeast Region
Haley Station	Orleans	Southeast Region
Haliburton	Haliburton	Southeast Region
Halls Lake	Haliburton	Southeast Region
Halton Hills	Shelburne	South Central Region
Hamilton	Brantford	South Central Region
Hammond	Orleans	Southeast Region
Hanmer	Sudbury	Sudbury Region
Hanover	Kincardine	South Central Region

Community Name	Online Learning Centre	Region
Harcourt	Haliburton	Southeast Region
Hardwood Lake	Madoc	Southeast Region
Harrietsville	St. Thomas	Southwest Region
Harriston	Shelburne	South Central Region
Harrow	Windsor	Southwest Region
Harrowsmith	Madoc	Southeast Region
Hartington	Madoc	Southeast Region
Harty	Kapuskasing	Northeast Region
Harwood	Cobourg	Southeast Region
Hastings	Cobourg	Southeast Region
Havelock	Madoc	Southeast Region
Hawkesbury	Hawkesbury	Southeast Region
Hawkestone	Bracebridge	Southeast Region
Hawkesville	Woodstock	Southwest Region
Hawkins Corners	Bracebridge	Southeast Region
Haysville	Woodstock	Southwest Region
Hearst	Hearst	Northeast Region
Heidelberg	Woodstock	Southwest Region
Hensall	Clinton	Southwest Region
Henvey Inlet First Nation	Parry Sound	North Central Region
Hepworth	Kincardine	South Central Region
Herrons Mills	Madoc	Southeast Region
Heyden	Sault Ste. Marie	North Central Region
Hiawatha First Nation	Cobourg	Southeast Region
Hickson	Woodstock	Southwest Region
Hidden Valley	Bracebridge	Southeast Region
Highland Grove	Haliburton	Southeast Region
Hillcrest	Brantford	South Central Region
Hilliardton	Englehart	Northeast Region
Hillsburgh	Shelburne	South Central Region
Hillsdale	Bracebridge	Southeast Region
Hilton	Thessalon First Nation	North Central Region
Hilton Beach	Thessalon First Nation	North Central Region
Hockley Valley	Shelburne	South Central Region
Holland Landing	Georgina	South Central Region
Holt	Georgina	South Central Region
Holtyre	Matheson	Northeast Region
Holyrood	Kincardine	South Central Region

Community Name	Online Learning Centre	Region
Honey Harbour	Parry Sound	North Central Region
Honeywood	Shelburne	South Central Region
Hope Bay	Kincardine	South Central Region
Hornepayne	White River	Northwest Region
Hornepayne First Nation	White River	Northwest Region
Hornings Mills	Shelburne	South Central Region
Horseshoe Valley	Bracebridge	Southeast Region
Houseys Rapids	Bracebridge	Southeast Region
Hoyle	South Porcupine	Northeast Region
Hudson, Kenora District	Sioux Lookout	Northwest Region
Hudson, Timiskaming District	Haileybury	Northeast Region
Huntsville	Bracebridge	Southeast Region
Hurds Lake	Orleans	Southeast Region
Hurdville	Parry Sound	North Central Region
Hurkett	Red Rock	Northwest Region
Huron Park	Clinton	Southwest Region
Hymers	Thunder Bay	Thunder Bay Region
Ignace	Ignace	Northwest Region
Ilderton	St. Thomas	Southwest Region
Ingersoll	Woodstock	Southwest Region
Ingleside	Cornwall	Southeast Region
Ingoldsby	Haliburton	Southeast Region
Inkerman	Orleans	Southeast Region
Innerkip	Woodstock	Southwest Region
Innisfil	Georgina	South Central Region
Inverary	Madoc	Southeast Region
Inverhuron	Kincardine	South Central Region
Iona Station	St. Thomas	Southwest Region
Iron Bridge	Thessalon First Nation	North Central Region
Irondale	Haliburton	Southeast Region
Iroquois Falls	Iroquois Falls	Northeast Region
Iskatewizaagegan #39 Independent First Nation (Shoal Lake No. 39)	Kenora	Northwest Region
Island Falls	Smooth Rock Falls	Northeast Region
Island Grove	Georgina	South Central Region
Jackson Point	Georgina	South Central Region
Jarratt	Bracebridge	Southeast Region
Jarvis	Brantford	South Central Region

Community Name	Online Learning Centre	Region
Jellico	Geraldton	Northwest Region
Jellyby	Cornwall	Southeast Region
Jerseyville	Brantford	South Central Region
Jocelyn	Thessalon First Nation	North Central Region
Jogues	Hearst	Northeast Region
Jordan	St. Catharines	South Central Region
Kagawong	MChigeeng	North Central Region
Kahshe Lake	Bracebridge	Southeast Region
Kakabeka Falls	Thunder Bay	Thunder Bay Region
Kaladar	Madoc	Southeast Region
Kaministiquia	Thunder Bay	Thunder Bay Region
Kamiskotia	South Porcupine	Northeast Region
Kapuskasing	Kapuskasing	Northeast Region
Kasabonika Lake First Nation	Big Trout Lake First Nation	Northwest Region
Kashabowie	Atikokan	Northwest Region
Kashechwan First Nation	Moosonee	Northeast Region
Katrine	South River	North Central Region
Kearney	South River	North Central Region
Kearns	Kirkland Lake	Northeast Region
Keene	Cobourg	Southeast Region
Keewatin	Kenora	Northwest Region
Kee-Way-Win First Nation	Sandy Lake First Nation	Northwest Region
Keldon	Shelburne	South Central Region
Kemptville	Orleans	Southeast Region
Kenabeek	Englehart	Northeast Region
Kenilworth	Shelburne	South Central Region
Kenmore	Orleans	Southeast Region
Kennisis Lake	Haliburton	Southeast Region
Kenogami	Kirkland Lake	Northeast Region
Kenora	Kenora	Northwest Region
Kent Bridge	Wallaceburg	Southwest Region
Keswick	Georgina	South Central Region
Kettle & Stony Point First Nation	Clinton	Southwest Region
Kettleby	Shelburne	South Central Region
Khartum	Madoc	Southeast Region
Kilgorie	Shelburne	South Central Region
Killaloe	Haliburton	Southeast Region
Killarney	Sudbury	Sudbury Region

Community Name	Online Learning Centre	Region
Kilsyth	Kincardine	South Central Region
Kilworthy	Bracebridge	Southeast Region
Kincardine	Kincardine	South Central Region
King City	Georgina	South Central Region
King Kirkland	Kirkland Lake	Northeast Region
Kingfisher Lake First Nation	Wunnumin Lake First Nation	Northwest Region
King-Lebel	Kirkland Lake	Northeast Region
Kingston	Madoc	Southeast Region
Kingsville	Windsor	Southwest Region
Kinmount	Haliburton	Southeast Region
Kirkfield	Georgina	South Central Region
Kirkland Lake	Kirkland Lake	Northeast Region
Kitchener	Woodstock	Southwest Region
Kitigan	Kapuskasing	Northeast Region
Kitley	Cornwall	Southeast Region
Kleinburg	Shelburne	South Central Region
Klueys Bay	Bracebridge	Southeast Region
Komoka	St. Thomas	Southwest Region
L'Orignal	Hawkesbury	Southeast Region
Lac Des Mille Lacs First Nation	Ignace	Northwest Region
Lac La Croix First Nation	Atikokan	Northwest Region
Lac Seul First Nation (Frenchmans Head, Kejick Bay, Whitefish Bay)	Sioux Lookout	Northwest Region
Lafontaine Beach	Parry Sound	North Central Region
Lagoon City	Georgina	South Central Region
Laird	Sault Ste. Marie	North Central Region
Lake Dalrymple	Bracebridge	Southeast Region
Lake Doré	Orleans	Southeast Region
Lake Nipigon OjibwayFirst Nation (Animbiigoo Zaagi'igan)	Red Rock	Northwest Region
Lake St. Peter	Haliburton	Southeast Region
Lakefield	Cobourg	Southeast Region
Lakeshore	Windsor	Southwest Region
Lambeth	St. Thomas	Southwest Region
Lanark	Madoc	Southeast Region
Lancaster	Cornwall	Southeast Region
Langton	Brantford	South Central Region
Lansdowne	Cornwall	Southeast Region
Lappe	Thunder Bay	Thunder Bay Region

Community Name	Online Learning Centre	Region
Larder Lake	Kirkland Lake	Northeast Region
LaSalle	Windsor	Southwest Region
Latchford	Haileybury	Northeast Region
Latchford Bridge	Madoc	Southeast Region
Laurel	Shelburne	South Central Region
Lavigne	Sturgeon Falls	North Central Region
Leamington	Windsor	Southwest Region
Lefaivre	Hawkesbury	Southeast Region
Leitrim	Orleans	Southeast Region
Letts Corners	Orleans	Southeast Region
Levack	Sudbury	Sudbury Region
Lighthouse Cove	Wallaceburg	Southwest Region
Limoges	Orleans	Southeast Region
Lincoln	St. Catharines	South Central Region
Lindsay	Cobourg	Southeast Region
Linwood	Woodstock	Southwest Region
Lions Head	Kincardine	South Central Region
Listowel	Clinton	Southwest Region
Little Britain	Cobourg	Southeast Region
Little Current	MChigeeng	North Central Region
Little Hawk Lake	Haliburton	Southeast Region
Lively	Sudbury	Sudbury Region
Lochlin	Haliburton	Southeast Region
Lombardy	Madoc	Southeast Region
London	St. Thomas	Southwest Region
Long Lake 58 First Nation	Longlac	Northwest Region
Long Sault	Cornwall	Southeast Region
Longford	Bracebridge	Southeast Region
Longlac	Longlac	Northwest Region
Lorneville	Georgina	South Central Region
Lorrain Valley	Haileybury	Northeast Region
Lower Stafford	Orleans	Southeast Region
Lowther	Hearst	Northeast Region
Lucan	Clinton	Southwest Region
Lucknow	Kincardine	South Central Region
Lunenburg	Cornwall	Southeast Region
Lynden	Brantford	South Central Region
Lyndhurst	Cornwall	Southeast Region

Community Name	Online Learning Centre	Region
Lynedoch	Brantford	South Central Region
M'Chigeeng First Nation	MChigeeng	North Central Region
Macdiarmid	Red Rock Indian Band	Northwest Region
MacTier	Parry Sound	North Central Region
Madawaska	Haliburton	Southeast Region
Madoc	Madoc	Southeast Region
Madsen	Red Lake	Northwest Region
Magnetawan	South River	North Central Region
Magnetawan First Nation	Parry Sound	North Central Region
Maidstone	Windsor	Southwest Region
Malahide	St. Thomas	Southwest Region
Mallorytown	Cornwall	Southeast Region
Manilla	Georgina	South Central Region
Manitouwadge	Manitouwadge	Northwest Region
Manitowaning	Wikwemikong First Nation	North Central Region
Manotick	Orleans	Southeast Region
Mansfield	Shelburne	South Central Region
Maple	Georgina	South Central Region
Maple Leaf	Haliburton	Southeast Region
Marathon	Marathon	Northwest Region
Markdale	Kincardine	South Central Region
Markham	Georgina	South Central Region
Markstay	St. Charles	North Central Region
Marlbank	Madoc	Southeast Region
Marmora	Madoc	Southeast Region
Marsville	Shelburne	South Central Region
Marten Falls First Nation (Ogoki Post)	Summer Beaver First Nation	Northwest Region
Martintown	Cornwall	Southeast Region
Maryhill	Woodstock	Southwest Region
Massey	Massey	North Central Region
Matachewan	Kirkland Lake	Northeast Region
Matchewan First Nations	Kirkland Lake	Northeast Region
Matheson	Matheson	Northeast Region
Mattagami First Nation	South Porcupine	Northeast Region
Mattawa	Mattawa	North Central Region
Mattice	Hearst	Northeast Region
Maxville	Cornwall	Southeast Region
Maynooth	Haliburton	Southeast Region

Community Name	Online Learning Centre	Region
McArthur Mills	Madoc	Southeast Region
McCracken's Landing	Madoc	Southeast Region
McDougall	Parry Sound	North Central Region
McGregor	Windsor	Southwest Region
McIntyre	Shelburne	South Central Region
McKellar	Parry Sound	North Central Region
McKenzie Island	Red Lake	Northwest Region
McKerrow	Espanola	North Central Region
McNab-Braeside	Orleans	Southeast Region
Meaford	Kincardine	South Central Region
Melissa	Bracebridge	Southeast Region
Merlin	Wallaceburg	Southwest Region
Merrickville	Orleans	Southeast Region
Metcalfe	Orleans	Southeast Region
Michipicoten First Nation	Wawa	Northwest Region
Micksburg	Orleans	Southeast Region
Midhurst	Georgina	South Central Region
Midland	Parry Sound	North Central Region
Mildmay	Kincardine	South Central Region
Milford	Madoc	Southeast Region
Milford Bay	Bracebridge	Southeast Region
Millar Hill	Bracebridge	Southeast Region
Millbank	Clinton	Southwest Region
Millbrook	Cobourg	Southeast Region
Millgrove	Brantford	South Central Region
Millhaven	Madoc	Southeast Region
Milton	Brantford	South Central Region
Milverton	Clinton	Southwest Region
Minaki	Kenora	Northwest Region
Mindemoya	MChigeeng	North Central Region
Minden	Haliburton	Southeast Region
Mine Centre	Fort Frances	Northwest Region
Miners Bay	Haliburton	Southeast Region
Minesing	Shelburne	South Central Region
Minett	Bracebridge	Southeast Region
Minnitaki	Dryden	Northwest Region
Minto	Shelburne	South Central Region

Community Name	Online Learning Centre	Region
Mishkeegogamang First Nation (Osnaburgh)	Pickle Lake	Northwest Region
Missanabie Cree First Nation	Wawa	Northwest Region
Mississauga	Shelburne	South Central Region
Mississauga First Nation (#8)	Mississauga First Nation	North Central Region
Mississaugas of Scugog Island First Nation	Georgina	South Central Region
Mississaugas of the New Credit First Nation	Brantford	South Central Region
Mitaanjigamiing First Nation (Stanjikoming First Nation)	Fort Frances	Northwest Region
Mitchell	Clinton	Southwest Region
Mitchell's Bay	Wallaceburg	Southwest Region
Mohawks of the Bay of Quinte-Tyendinaga	Madoc	Southeast Region
Monck	Shelburne	South Central Region
Monetville	Dokis First Nation	North Central Region
Monkland	Cornwall	Southeast Region
Mono	Shelburne	South Central Region
Monteith	Iroquois Falls	Northeast Region
Monticello	Shelburne	South Central Region
Moonbeam	Kapuskasing	Northeast Region
Moonstone	Bracebridge	Southeast Region
Moore Falls	Haliburton	Southeast Region
Moorefield	Shelburne	South Central Region
Mooretown	Wallaceburg	Southwest Region
Moose Cree First Nation (Moose Factory)	Moose Cree First Nation	Northeast Region
Moose Creek	Cornwall	Southeast Region
Moose Deer Point First Nation	Parry Sound	North Central Region
Moose Factory Island	Moose Cree First Nation	Northeast Region
Moosonee	Moosonee	Northeast Region
Morganston	Cobourg	Southeast Region
Morley	Rainy River	Northwest Region
Morpeth	Wallaceburg	Southwest Region
Morrisburg	Cornwall	Southeast Region
Morrison Landing	Bracebridge	Southeast Region
Morson	Big Grassy River First Nation	Northwest Region
Mortimers Point	Bracebridge	Southeast Region
Mount Albert	Georgina	South Central Region

Community Name	Online Learning Centre	Region
Mount Brydges	St. Thomas	Southwest Region
Mount Carmel	Clinton	Southwest Region
Mount Forest	Shelburne	South Central Region
Mount Hope	Brantford	South Central Region
Mt. Healy	Brantford	South Central Region
Muirkirk	Wallaceburg	Southwest Region
Mulmur	Shelburne	South Central Region
Muncey	St. Thomas	Southwest Region
Munsee-Delaware First Nation	St. Thomas	Southwest Region
Munster	Orleans	Southeast Region
Murillo	Thunder Bay	Thunder Bay Region
Murvale	Madoc	Southeast Region
Muskoka Falls	Bracebridge	Southeast Region
Muskrat Dam Lake First Nation	North Caribou Lake First Nation	Northwest Region
Naicatchewenin First Nation	Fort Frances	Northwest Region
Nairn Centre	Espanola	North Central Region
Nakina	Nakina	Northwest Region
Nanticoke	Brantford	South Central Region
Nashville	Shelburne	South Central Region
Naughton	Sudbury	Sudbury Region
Navan	Orleans	Southeast Region
Neebing	Thunder Bay	Thunder Bay Region
Nepean	Orleans	Southeast Region
Nephton	Madoc	Southeast Region
Neskantaga First Nation (Lansdowne House)	Pickle Lake	Northwest Region
Nesterville	Thessalon First Nation	North Central Region
Nestor Falls	Kenora	Northwest Region
Neustadt	Kincardine	South Central Region
New Dundee	Woodstock	Southwest Region
New Hamburg	Woodstock	Southwest Region
New Liskeard	Haileybury	Northeast Region
New Lowell	Shelburne	South Central Region
New Sarum	St. Thomas	Southwest Region
New Tecumseth	Shelburne	South Central Region
Newboro	Madoc	Southeast Region
Newburgh	Madoc	Southeast Region
Newcastle	Cobourg	Southeast Region

Community Name	Online Learning Centre	Region
Newholm	Bracebridge	Southeast Region
Newmarket	Georgina	South Central Region
Newtonville	Cobourg	Southeast Region
Niagara Falls	St. Catharines	South Central Region
Niagara on the Lake	St. Catharines	South Central Region
Nibinamik First Nation (Summer Beaver)	Summer Beaver First Nation	Northwest Region
Nicolston	Shelburne	South Central Region
Nighthawk	South Porcupine	Northeast Region
Nigigoonsiminikaaning First Nation (Red Gut)	Fort Frances	Northwest Region
Nipigon	Red Rock	Northwest Region
Nipissing	Astorville	North Central Region
Nipissing First Nation (Garden Village)	Nipissing First Nation	North Central Region
Nobel	Parry Sound	North Central Region
Nobelton	Shelburne	South Central Region
Noelville	St. Charles	North Central Region
Nogies Creek	Haliburton	Southeast Region
Nolalu	Thunder Bay	Thunder Bay Region
Norland	Haliburton	Southeast Region
Normandale	Brantford	South Central Region
North Augusta	Cornwall	Southeast Region
North Bay	North Bay	North Central Region
North Bruce	Kincardine	South Central Region
North Caribou Lake First Nation (Weagamow, Round Lake)	North Caribou Lake First Nation	Northwest Region
North Cobalt	Haileybury	Northeast Region
North Gower	Orleans	Southeast Region
North Kawartha	Madoc	Southeast Region
North Lancaster	Cornwall	Southeast Region
North Portage	Bracebridge	Southeast Region
North Spirit Lake First Nation	Sandy Lake First Nation	Northwest Region
North York	Georgina	South Central Region
Northbrook	Madoc	Southeast Region
Northwest Angle No. 33 First Nation	Kenora	Northwest Region
Norwich	Brantford	South Central Region
Norwood	Madoc	Southeast Region
Nottawa	Shelburne	South Central Region
Novar	South River	North Central Region

Community Name	Online Learning Centre	Region
Oakland	Brantford	South Central Region
Oakville	Brantford	South Central Region
Oakwood	Georgina	South Central Region
Ochiichagwe' Babigo'ining Ojibway Nation (Dalles)	Kenora	Northwest Region
O'Connor	Thunder Bay	Thunder Bay Region
Odessa	Madoc	Southeast Region
Ohsweken	Brantford	South Central Region
Ojibways of Onigaming First Nation	Kenora	Northwest Region
Old Spring Bay	MChigeeng	North Central Region
Oliphant	Kincardine	South Central Region
Omemee	Cobourg	Southeast Region
Onaping	Sudbury	Sudbury Region
Oneida Nation of the Thames First Nation	St. Thomas	Southwest Region
Opasatika	Kapuskasing	Northeast Region
Orangeville	Shelburne	South Central Region
Orchardville	Shelburne	South Central Region
Orillia	Bracebridge	Southeast Region
Orleans	Orleans	Southeast Region
Oro Station	Bracebridge	Southeast Region
Oro-Medonte	Bracebridge	Southeast Region
Orono	Cobourg	Southeast Region
Orrville	Parry Sound	North Central Region
Orton	Shelburne	South Central Region
Osgoode	Orleans	Southeast Region
Oshawa	Cobourg	Southeast Region
Ottawa	Orleans	Southeast Region
Otterville	Brantford	South Central Region
Owen Sound	Kincardine	South Central Region
Oxdrift	Dryden	Northwest Region
Oxford Station	Cornwall	Southeast Region
Oxtongue Lake	Bracebridge	Southeast Region
Pain Court	Wallaceburg	Southwest Region
Paisley	Kincardine	South Central Region
Pakenham	Orleans	Southeast Region
Palgrave	Shelburne	South Central Region
Palmer Rapids	Haliburton	Southeast Region
Palmerston	Clinton	Southwest Region

Community Name	Online Learning Centre	Region
Paradise Point	Parry Sound	North Central Region
Parham	Madoc	Southeast Region
Paris	Brantford	South Central Region
Parkhill	Clinton	Southwest Region
Parry Sound	Parry Sound	North Central Region
Pass Lake	Thunder Bay	Thunder Bay Region
Paudash	Haliburton	Southeast Region
Pawitik (Whitefish Bay First Nation) (Naotkamegwanning)	Kenora	Northwest Region
Pays Plat First Nation	Schreiber	Northwest Region
Peacock Point	Brantford	South Central Region
Peawanuck	Attawapiskat First Nation	Northeast Region
Pefferlaw	Georgina	South Central Region
Pelham	St. Catharines	South Central Region
Pembroke	Orleans	Southeast Region
Penetanguishene	Parry Sound	North Central Region
Perkinsfield	Parry Sound	North Central Region
Perrault Falls	Red Lake	Northwest Region
Perth	Madoc	Southeast Region
Petawawa	Mattawa	North Central Region
Peterborough	Cobourg	Southeast Region
Petersburg	Woodstock	Southwest Region
Petrolia	Wallaceburg	Southwest Region
Phelpston	Shelburne	South Central Region
Pic Mobert First Nation	Pic Mobert First Nation	Northwest Region
Pickering	Cobourg	Southeast Region
Pickle Lake	Pickle Lake	Northwest Region
Picton	Madoc	Southeast Region
Pikangikum First Nation	Sioux Lookout	Northwest Region
Pike Bay	Kincardine	South Central Region
Pine River	Kincardine	South Central Region
Pinewood	Rainy River	Northwest Region
Plantagenet	Hawkesbury	Southeast Region
Plattsville	Woodstock	Southwest Region
Pleasant View	Orleans	Southeast Region
Point Edward	Wallaceburg	Southwest Region
Pointe au Baril	Parry Sound	North Central Region
Pontypool	Cobourg	Southeast Region

Community Name	Online Learning Centre	Region
Poplar Hill First Nation	Red Lake	Northwest Region
Porcupine	South Porcupine	Northeast Region
Porquis Junction	Iroquois Falls	Northeast Region
Port Bolster	Georgina	South Central Region
Port Bruce	St. Thomas	Southwest Region
Port Burwell	St. Thomas	Southwest Region
Port Carling	Bracebridge	Southeast Region
Port Colborne	St. Catharines	South Central Region
Port Cunnington	Bracebridge	Southeast Region
Port Dalhousie	St. Catharines	South Central Region
Port Dover	Brantford	South Central Region
Port Elgin	Kincardine	South Central Region
Port Franks	Clinton	Southwest Region
Port Hope	Cobourg	Southeast Region
Port Lambton	Wallaceburg	Southwest Region
Port Loring	South River	North Central Region
Port McNicoll	Parry Sound	North Central Region
Port Perry	Georgina	South Central Region
Port Robinson	St. Catharines	South Central Region
Port Rowan	Brantford	South Central Region
Port Ryerse	Brantford	South Central Region
Port Sanfield	Bracebridge	Southeast Region
Port Severn	Parry Sound	North Central Region
Port Stanley	St. Thomas	Southwest Region
Port Stanton	Bracebridge	Southeast Region
Port Sydney	Bracebridge	Southeast Region
Potters Landing	Parry Sound	North Central Region
Powassan	South River	North Central Region
Prescott	Cornwall	Southeast Region
Preston Lake	Georgina	South Central Region
Prices Corner	Bracebridge	Southeast Region
Priceville	Shelburne	South Central Region
Proton Station	Shelburne	South Central Region
Providence Bay	MChigeeng	North Central Region
Purdy	Haliburton	Southeast Region
Puslinch	Woodstock	Southwest Region
Quadeville	Madoc	Southeast Region
Queensville	Georgina	South Central Region

Community Name	Online Learning Centre	Region
Quinte West	Madoc	Southeast Region
Rainy River	Rainy River	Northwest Region
Rainy River First Nations	Fort Frances	Northwest Region
Raith	Thunder Bay	Thunder Bay Region
Ramore	Matheson	Northeast Region
Rankin	Orleans	Southeast Region
Rattlesnake Harbour	Brantford	South Central Region
Ravenscliffe	Bracebridge	Southeast Region
Raymond	Bracebridge	Southeast Region
Red Lake	Red Lake	Northwest Region
Red Rock	Red Rock	Northwest Region
Red Rock Indian Band	Red Rock Indian Band	Northwest Region
Redbridge	North Bay	North Central Region
Redditt	Kenora	Northwest Region
Redickville	Shelburne	South Central Region
Redwood	Bracebridge	Southeast Region
Renton	Brantford	South Central Region
Restoule	South River	North Central Region
Rexdale	Georgina	South Central Region
Richan	Dryden	Northwest Region
Richards Landing	Thessalon First Nation	North Central Region
Richmond	Orleans	Southeast Region
Richmond Hill	Georgina	South Central Region
Ridgetown	Wallaceburg	Southwest Region
Ridgeway	St. Catharines	South Central Region
Ripley	Kincardine	South Central Region
River Canard	Windsor	Southwest Region
River Valley	Sturgeon Falls	North Central Region
Roche's Point	Georgina	South Central Region
Rockford	Kincardine	South Central Region
Rockingham	Haliburton	Southeast Region
Rockland	Orleans	Southeast Region
Rockwood	Shelburne	South Central Region
Rocky Bay First Nation	Red Rock	Northwest Region
Rodney	St. Thomas	Southwest Region
Rolphton	Mattawa	North Central Region
Rosedale	Haliburton	Southeast Region
Rosemont	Shelburne	South Central Region

Community Name	Online Learning Centre	Region
Roseneath	Cobourg	Southeast Region
Roslin	Madoc	Southeast Region
Rosseau	Parry Sound	North Central Region
Rosslyn	Thunder Bay	Thunder Bay Region
Rosspport	Schreiber	Northwest Region
Round Lake Centre	Haliburton	Southeast Region
Ruscom Station	Windsor	Southwest Region
Russell	Orleans	Southeast Region
Rutherglen	Mattawa	North Central Region
Sachigo Lake First Nation	Sandy Lake First Nation	Northwest Region
Sagamok Anishnawbek First Nation	Massey	North Central Region
Salem	Shelburne	South Central Region
Sandfield	MChigeeng	North Central Region
Sandusk	Brantford	South Central Region
Sandy Lake First Nation	Sandy Lake First Nation	Northwest Region
Sapawe	Atikokan	Northwest Region
Sarnia	Wallaceburg	Southwest Region
Sauble Beach	Kincardine	South Central Region
Saugeen Nation (Chippewas of Saugeen)	Kincardine	South Central Region
Saugeen Shores	Kincardine	South Central Region
Sault Ste. Marie	Sault Ste. Marie	North Central Region
Savant Lake	Sioux Lookout	Northwest Region
Scarborough	Georgina	South Central Region
Schomberg	Shelburne	South Central Region
Schreiber	Schreiber	Northwest Region
Schumacher	South Porcupine	Northeast Region
Schutt	Madoc	Southeast Region
Scotland	Brantford	South Central Region
Scugog	Georgina	South Central Region
Seaforth	Clinton	Southwest Region
Seagrave	Georgina	South Central Region
Searchmont	Sault Ste. Marie	North Central Region
Sebright	Bracebridge	Southeast Region
Sebringville	Clinton	Southwest Region
Seely's Bay	Madoc	Southeast Region
Seguin	Parry Sound	North Central Region
Seguin Falls	Parry Sound	North Central Region

Community Name	Online Learning Centre	Region
Seine River First Nation	Fort Frances	Northwest Region
Selkirk	Brantford	South Central Region
Serpent River First Nation (Cutler)	Serpent River First Nation	North Central Region
Sesekinika	Kirkland Lake	Northeast Region
Severn Bridge	Bracebridge	Southeast Region
Severn Falls	Bracebridge	Southeast Region
Shabaqua	Thunder Bay	Thunder Bay Region
Shakespeare	Clinton	Southwest Region
Shallow Lake	Kincardine	South Central Region
Shannonville	Madoc	Southeast Region
Shanty Bay	Georgina	South Central Region
Sharbot Lake	Madoc	Southeast Region
Sharon	Georgina	South Central Region
Shawanaga First Nation	Parry Sound	North Central Region
Shebandowan	Thunder Bay	Thunder Bay Region
Shedden	St. Thomas	Southwest Region
Sheguiandah First Nation	Wiwemikong First Nation	North Central Region
Shelburne	Shelburne	South Central Region
Sherwood	Thessalon First Nation	North Central Region
Sheshegwaning First Nation	Gore Bay	North Central Region
Shillington	Matheson	Northeast Region
Shining Tree	Englehart	Northeast Region
Shoal Lake 40 First Nation	Kenora	Northwest Region
Shuniah	Thunder Bay	Thunder Bay Region
Silver Dollar	Ignace	Northwest Region
Silver Water	Gore Bay	North Central Region
Simcoe	Brantford	South Central Region
Singhampton	Shelburne	South Central Region
Sioux Lookout	Sioux Lookout	Northwest Region
Sioux Narrows	Kenora	Northwest Region
Six Nations of the Grand River	Brantford	South Central Region
Skead	Sudbury	Sudbury Region
Slabtown	Orleans	Southeast Region
Slate Falls First Nation (Bamaji Lake)	Sioux Lookout	Northwest Region
Slate River Valley	Thunder Bay	Thunder Bay Region
Sleeman	Rainy River	Northwest Region
Smiths Falls	Orleans	Southeast Region
Smithville	St. Catharines	South Central Region

Community Name	Online Learning Centre	Region
Smooth Rock Falls	Smooth Rock Falls	Northeast Region
Snowball	Georgina	South Central Region
Sombra	Wallaceburg	Southwest Region
South Baymouth	MChigeeng	North Central Region
South Bruce Peninsula	Kincardine	South Central Region
South Gillies	Thunder Bay	Thunder Bay Region
South Glengarry	Cornwall	Southeast Region
South Lancaster	Cornwall	Southeast Region
South Mountain	Orleans	Southeast Region
South Porcupine	South Porcupine	Northeast Region
South River	South River	North Central Region
South Woodslee	Windsor	Southwest Region
Southampton	Kincardine	South Central Region
Southwold	St. Thomas	Southwest Region
Spanish	Serpent River First Nation	North Central Region
Sparta	St. Thomas	Southwest Region
Spence	South River	North Central Region
Spencerville	Cornwall	Southeast Region
Spragge	Serpent River First Nation	North Central Region
Springbrook	Madoc	Southeast Region
Springfield	St. Thomas	Southwest Region
Sprucedale	South River	North Central Region
St. Agatha	Woodstock	Southwest Region
St. Albert	Orleans	Southeast Region
St. Andrews	Cornwall	Southeast Region
St. Catharines	St. Catharines	South Central Region
St. Charles	St. Charles	North Central Region
St. Clements	Woodstock	Southwest Region
St. Davids	St. Catharines	South Central Region
St. Elmo	Bracebridge	Southeast Region
St. George	Brantford	South Central Region
St. Isidore	Hawkesbury	Southeast Region
St. Jacobs	Woodstock	Southwest Region
St. Joseph	Sault Ste. Marie	North Central Region
St. Marys	Clinton	Southwest Region
St. Ola	Madoc	Southeast Region
St. Thomas	St. Thomas	Southwest Region
St. Williams	Brantford	South Central Region

Community Name	Online Learning Centre	Region
Stanley	Thunder Bay	Thunder Bay Region
Stayner	Shelburne	South Central Region
St-Bernardin	Hawkesbury	Southeast Region
St-Eugène	Hawkesbury	Southeast Region
Stevensville	St. Catharines	South Central Region
Stirling	Madoc	Southeast Region
Stirling Falls	South River	North Central Region
Stittsville	Orleans	Southeast Region
Stoco	Madoc	Southeast Region
Stonebrook	Orleans	Southeast Region
Stonecliffe	Mattawa	North Central Region
Stoney Creek	St. Catharines	South Central Region
Stoney Point	Windsor	Southwest Region
Stouffville	Georgina	South Central Region
Straffordville	St. Thomas	Southwest Region
Stratford	Clinton	Southwest Region
Strathroy	St. Thomas	Southwest Region
Stratton	Rainy River	Northwest Region
Sturgeon Bay	Parry Sound	North Central Region
Sturgeon Falls	Sturgeon Falls	North Central Region
Sudbury	Sudbury	Sudbury Region
Summerstown	Cornwall	Southeast Region
Sunderland	Georgina	South Central Region
Sundridge	South River	North Central Region
Sunnidale Corners	Shelburne	South Central Region
Suomi	Thunder Bay	Thunder Bay Region
Sutton	Georgina	South Central Region
Sutton West	Georgina	South Central Region
Swastika	Kirkland Lake	Northeast Region
Swift Rapids	Bracebridge	Southeast Region
Sydenham	Madoc	Southeast Region
Talbotville Royal	St. Thomas	Southwest Region
Tamsworth	Madoc	Southeast Region
Tara	Kincardine	South Central Region
Tarzwell	Kirkland Lake	Northeast Region
Tavistock	Woodstock	Southwest Region
Taykwa Tagamou Nation (New Post)	Cochrane	Northeast Region
Tecumseh	Windsor	Southwest Region

Community Name	Online Learning Centre	Region
Teeswater	Kincardine	South Central Region
Teeterville	Brantford	South Central Region
Tehkummah	MChigeeng	North Central Region
Temagami	Haileybury	Northeast Region
Temagami First Nation (Bear Island)	Haileybury	Northeast Region
Temiskaming Shore	Haileybury	Northeast Region
Terrace Bay	Terrace Bay	Northwest Region
Thamesville	Wallaceburg	Southwest Region
Theford	Clinton	Southwest Region
Thessalon	Thessalon First Nation	North Central Region
Thessalon First Nation	Thessalon First Nation	North Central Region
Thomasburg	Madoc	Southeast Region
Thorndale	St. Thomas	Southwest Region
Thorne	North Bay	North Central Region
Thornhill	Georgina	South Central Region
Thornloe	Englehart	Northeast Region
Thorold	St. Catharines	South Central Region
Thunder Bay	Thunder Bay	Thunder Bay Region
Tilbury	Wallaceburg	Southwest Region
Tillsonburg	Woodstock	Southwest Region
Timmins	South Porcupine	Northeast Region
Tiny	Parry Sound	North Central Region
Tiverton	Kincardine	South Central Region
Tobermory	Kincardine	South Central Region
Toledo	Orleans	Southeast Region
Tomstown	Englehart	Northeast Region
Toronto	Georgina	South Central Region
Torrance	Bracebridge	Southeast Region
Tory Hill	Haliburton	Southeast Region
Tottenham	Shelburne	South Central Region
Townsend	Brantford	South Central Region
Tramore	Haliburton	Southeast Region
Trenton	Madoc	Southeast Region
Trout Creek	South River	North Central Region
Tunis	Iroquois Falls	Northeast Region
Tupperville	Wallaceburg	Southwest Region
Turkey Point	Brantford	South Central Region
Tweed	Madoc	Southeast Region

Community Name	Online Learning Centre	Region
Tyotown	Cornwall	Southeast Region
Udney	Bracebridge	Southeast Region
Udora	Georgina	South Central Region
Uffington	Bracebridge	Southeast Region
Ufford	Bracebridge	Southeast Region
Underwood	Kincardine	South Central Region
Union	St. Thomas	Southwest Region
Unionville	Georgina	South Central Region
Uphill	Haliburton	Southeast Region
Upsala	Ignace	Northwest Region
Uptergrove	Bracebridge	Southeast Region
Utopia	Shelburne	South Central Region
Utterson	Bracebridge	Southeast Region
Uxbridge	Georgina	South Central Region
Val Caron	Sudbury	Sudbury Region
Val Gagne	Iroquois Falls	Northeast Region
Val Rita	Kapuskasing	Northeast Region
Val Therese	Sudbury	Sudbury Region
Val-Côté	Hearst	Northeast Region
Vanastra	Clinton	Southwest Region
Vandorf	Georgina	South Central Region
Vanier	Orleans	Southeast Region
Vankleek Hill	Hawkesbury	Southeast Region
Vankoughnet	Bracebridge	Southeast Region
Varney	Shelburne	South Central Region
Vasey	Parry Sound	North Central Region
Vaughan	Georgina	South Central Region
Verdun	Kincardine	South Central Region
Vermilion Bay	Dryden	Northwest Region
Verner	Sturgeon Falls	North Central Region
Verona	Madoc	Southeast Region
Victoria	Shelburne	South Central Region
Victoria Harbour	Parry Sound	North Central Region
Victoria Road	Haliburton	Southeast Region
Vienna	St. Thomas	Southwest Region
Vineland	St. Catharines	South Central Region
Violet Hill	Shelburne	South Central Region
Virginiatown	Kirkland Lake	Northeast Region

Community Name	Online Learning Centre	Region
Vittoria	Brantford	South Central Region
Vroomanton	Georgina	South Central Region
Wabaseemoong Independent Nations (Whitedog)	Kenora	Northwest Region
Wabauskang First Nation	Red Lake	Northwest Region
Wabigoon Lake Ojibway Nation	Dryden	Northwest Region
Wahgoshig First Nation	Wahgoshig First Nation	Northeast Region
Wahnapiatae	Sudbury	Sudbury Region
Wahnapiatae First Nation	Sudbury	Sudbury Region
Wahta Mohawks	Bracebridge	Southeast Region
Wainfleet	St. Catharines	South Central Region
Walford	Massey	North Central Region
Walford Station	Massey	North Central Region
Walkerton	Kincardine	South Central Region
Wallaceburg	Wallaceburg	Southwest Region
Wallacetown	St. Thomas	Southwest Region
Walpole Island (Bkewanong First Nation)	Wallaceburg	Southwest Region
Walton	Clinton	Southwest Region
Wapekeka First Nation (Angling Lake)	Big Trout Lake First Nation	Northwest Region
Wardsville	St. Thomas	Southwest Region
Wareham	Shelburne	South Central Region
Warina	Cornwall	Southeast Region
Warkworth	Cobourg	Southeast Region
Warminster	Bracebridge	Southeast Region
Warren	St. Charles	North Central Region
Wasaga Beach	Shelburne	South Central Region
Wasauksing First Nation (Parry Island)	Wasauksing First Nation	North Central Region
Washagamis Bay (Obashkaandagaang) First Nation	Kenora	Northwest Region
Washago	Bracebridge	Southeast Region
Waterdown	Brantford	South Central Region
Waterford	Brantford	South Central Region
Waterloo	Woodstock	Southwest Region
Watford	Wallaceburg	Southwest Region
Waubauskene	Parry Sound	North Central Region
Wauzhushk Onigum First Nation (Rat Portage)	Kenora	Northwest Region
Wawa	Wawa	Northwest Region

Community Name	Online Learning Centre	Region
Wawakapewin First Nation (Long Dog)	Big Trout Lake First Nation	Northwest Region
Webbwood	Espanola	North Central Region
Webequie First Nation	Pickle Lake	Northwest Region
Weenusk First Nation (Peawanuck)	Attawapiskat First Nation	Northeast Region
Welland	St. Catharines	South Central Region
Wellesley	Woodstock	Southwest Region
Wellington	Madoc	Southeast Region
Wendover	Hawkesbury	Southeast Region
West Guilford	Haliburton	Southeast Region
West Gwillimbury	Georgina	South Central Region
West Lorne	St. Thomas	Southwest Region
West Montrose	Woodstock	Southwest Region
Westmeath	Orleans	Southeast Region
Westport	Madoc	Southeast Region
Wheatley	Wallaceburg	Southwest Region
Whitby	Cobourg	Southeast Region
White Church	Kincardine	South Central Region
White Lake	Orleans	Southeast Region
White River	White River	Northwest Region
Whitefish	Sudbury	Sudbury Region
Whitefish Falls	Espanola	North Central Region
Whitefish River First Nation (Birch Island)	MChigeeng	North Central Region
Whitesand First Nation	Thunder Bay	Thunder Bay Region
Whitestone	Parry Sound	North Central Region
Whitney	Haliburton	Southeast Region
Wiarion	Kincardine	South Central Region
Wikwemikong First Nation	Wikwemikong First Nation	North Central Region
Wilberforce	Haliburton	Southeast Region
Williamsburg	Cornwall	Southeast Region
Williamsford	Kincardine	South Central Region
Williamstown	Cornwall	Southeast Region
Willowdale	Georgina	South Central Region
Wilno	Haliburton	Southeast Region
Wilsonville	Brantford	South Central Region
Winchester Springs	Cornwall	Southeast Region
Windermere	Bracebridge	Southeast Region
Windham Centre	Brantford	South Central Region

Community Name	Online Learning Centre	Region
Windsor	Windsor	Southwest Region
Wingham	Clinton	Southwest Region
Wolfe Island	Madoc	Southeast Region
Woodbridge	Georgina	South Central Region
Woodington	Bracebridge	Southeast Region
Woodstock	Woodstock	Southwest Region
Woodview	Madoc	Southeast Region
Woodville	Georgina	South Central Region
Wooler	Madoc	Southeast Region
Worthington	Espanola	North Central Region
Wunnumin Lake First Nation	Wunnumin Lake First Nation	Northwest Region
Wyebridge	Parry Sound	North Central Region
Wyecombe	Brantford	South Central Region
Wyoming	Wallaceburg	Southwest Region
Yarker	Madoc	Southeast Region
York	Georgina	South Central Region
Zephyr	Georgina	South Central Region
Zhiibaahaasing First Nation (Cockburn Island)	Gore Bay	North Central Region
Zurich	Clinton	Southwest Region
Total: 1,353		

Appendix F – Forum Research Report 2021-2022

Contact North | Contact Nord Annual Student Outcome Survey (2021-2022)

June 27, 2022

CONTACT **NORTH** Supporting Rural & Remote Ontario
NORD Soutenant l'Ontario rural et éloigné





Background and Methodology

Background and Methodology

- On behalf of Contact North | Contact Nord, Forum Research conducted a province-wide survey of Contact North | Contact Nord's clients to better understand their outcomes and satisfaction with the services provided.
- Clients of Contact North | Contact Nord were invited to complete a survey, either by phone or online through e-mail. Among those who received e-mails and did not complete a survey, three waves of email reminders were sent.
- This final report focuses on respondents who completed the survey between May 9 to June 6, 2022.
- 8,481 Contact North | Contact Nord clients were contacted, either via e-mail or phone.
- 1,014 responses were received by the end of the fieldwork dates.
- Results may not equal to 100% due to rounding or the question allowed for multiple responses.



Key Findings

Annual Outcomes – Key Findings

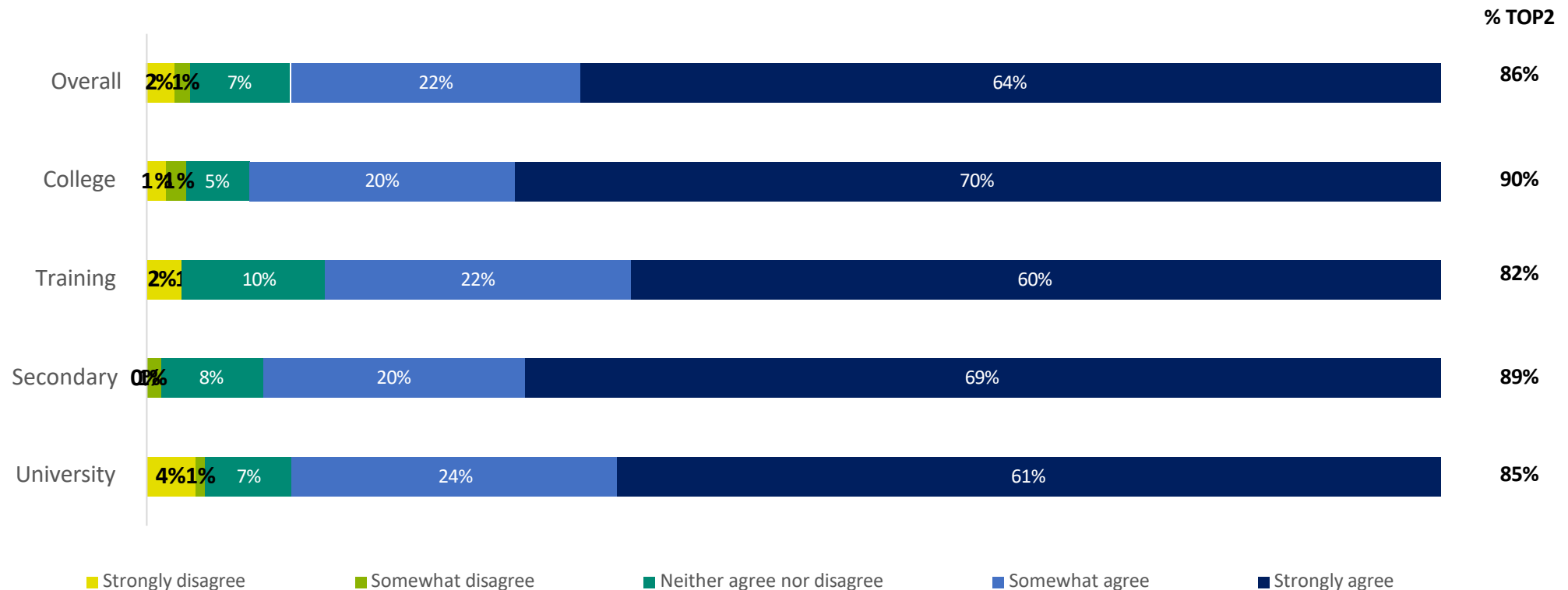
- 86% of respondents agree the course(s) they took contributed to achieving their goals.
- 82% of respondents ‘strongly’ or ‘somewhat agree’ that Contact North | Contact Nord provided support in order for them to achieve their goals.
- Across all education institutions, 52% of all individuals listed ‘Personal interest/to improve or obtain new skills’ as their goal when registering in the course(s).
- 75% of respondents completed their education as it was available online.
- 66% of respondents registered in 1 to 3 courses, 19% registered in 4 to 6 courses, and 15% registered in 7 or more courses.
- ‘Time issues’ remains the top challenge (43%) respondents faced in pursuing their education and training, while ‘Distractions at home’ was the second most commonly cited challenge when pursuing education and training (23%).
- 79% did not register in other course(s) since March 2022.
 - Of those who did not register in other courses, 39% stated they had no time to continue taking course(s).
- 91% of respondents were satisfied with their experiences with Contact North | Contact Nord.
- 94% would likely recommend Contact North | Contact Nord to friends or family members.



Student Learning Goals

Achieving Goals

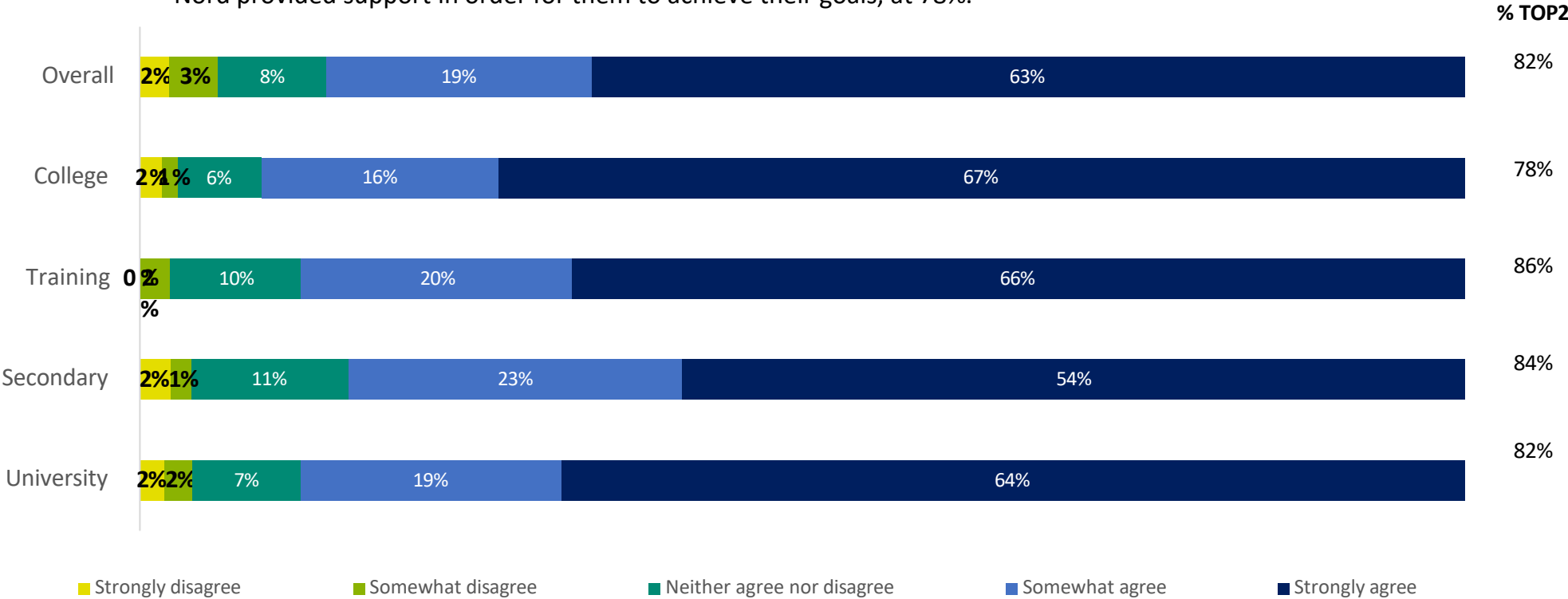
- Overall, 86% of respondents 'strongly' or 'somewhat agree' that the course(s) they took contributed to achieving their goals.



Q9A. Thinking about the course(s) you were registered in, please indicate how much you agree or disagree with the following statements? The course(s) I took contributed to achieving my goals. (N=1,014)

Support in Order to Achieve Goals

- Overall, 82% of respondents ‘strongly’ or ‘somewhat agree’ that Contact North | Contact Nord provided support in order for them to achieve their goals.
- Respondents who attended colleges were least likely to ‘strongly’ or ‘somewhat agree’ that Contact North | Contact Nord provided support in order for them to achieve their goals, at 78%.

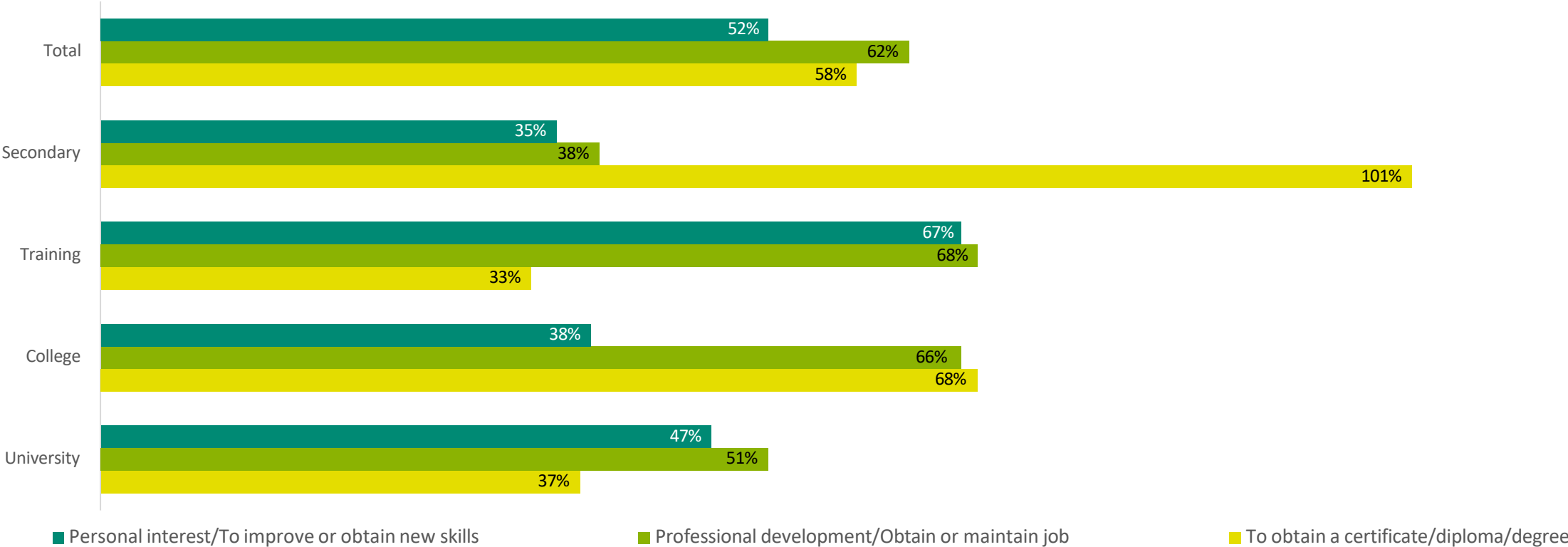


Q9C. Thinking about the course(s) you were registered in, please indicate how much you agree or disagree with the following statements? Contact North | Contact Nord provided support in order for me to achieve my goals. (N=1, 014)



Goals When Registering

- Across all education institutions, 62% of all respondents listed ‘Professional development/obtain or maintain a job’ as their goal when registering in the course(s), followed by 58% indicating ‘to obtain a certificate/diploma/degree’, and 52% listed ‘Personal interest/to improve or obtain new skills’ as their goal when registering in the course(s).

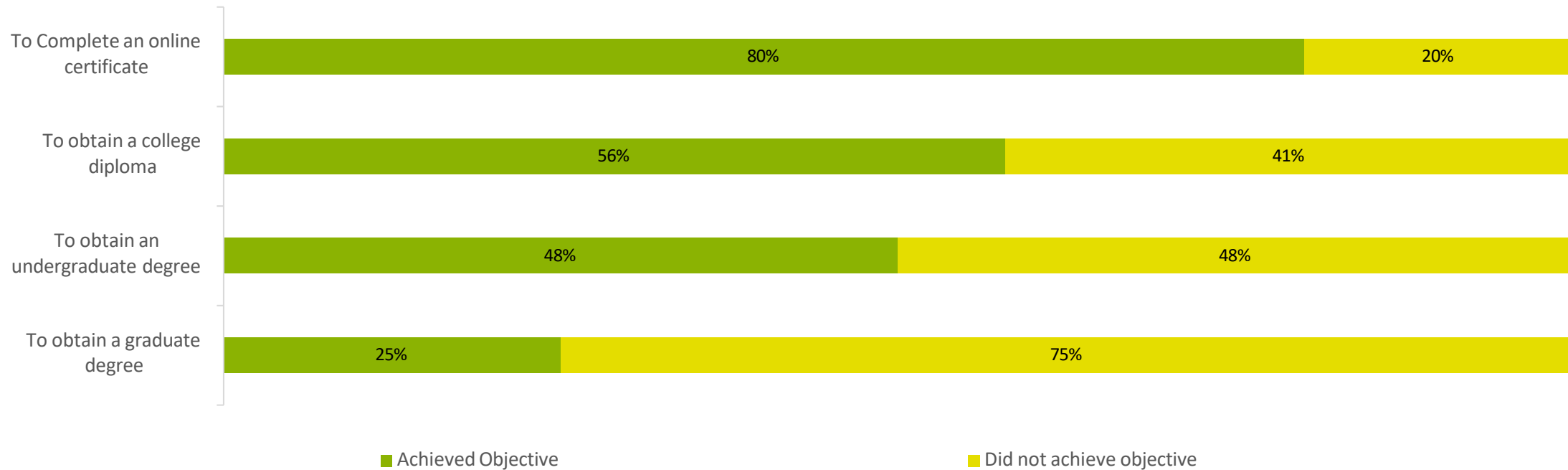


Q1 Thinking back to the course(s) you took between April 1, 2021 and March 31, 2022 and used Contact North | Contact Nord’s services, what were your goals for registering in the course(s)? Please select all that apply. (N=1, 014)



Achieving Objectives (Education)

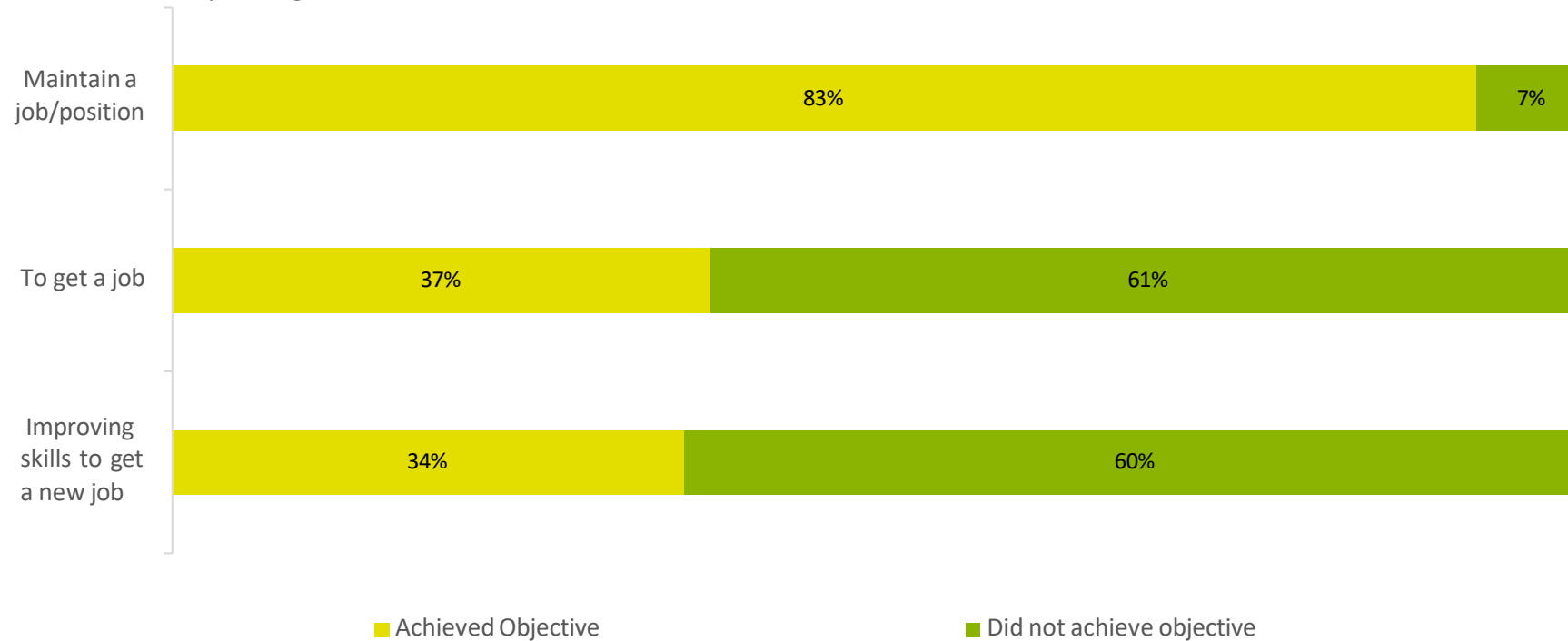
- The goals mentioned on Slide 9 were broken into specific subcategories based on responses. Below are the four objectives related to education: To complete an online certificate (23% of all respondents), to obtain a college diploma (15%), to obtain an undergraduate degree (3%), and to obtain a graduate degree (2%).
- Below is a breakdown on the percentage of respondents who achieved their education-related objectives.
- 'To complete an online certificate' had the highest rate of individuals achieving their objectives at 80%, followed by 'to obtain a college diploma' at 56%, 'to obtain an undergraduate degree' at 48%, and 'to obtain a graduate degree' at 25%.



Q1DB: Did you complete the Online certificate course/s? (N=232)
Q1DC: Did you complete the College diploma course/s? (N=149)
Q1DD: Did you complete the Undergraduate degree course/s? (N=27)
Q1DE: Did you complete the Undergraduate degree course/s? (N=20)

Achieving Objectives (Employment)

- The goals mentioned on Slide 9 were broken into specific subcategories based on responses. Below are the three objectives related to employment: To get a job (18% of all respondents), to maintain a job/position (7%), to improve skills to get a new job (29%).
- Below is a breakdown on the percentage of respondents who achieved their employment-related objectives.
- ‘To maintain a job/position’ had the highest success rate at 83%, followed by ‘To get a job’ (37% success rate) and “Improving new skills” (34% success rate).



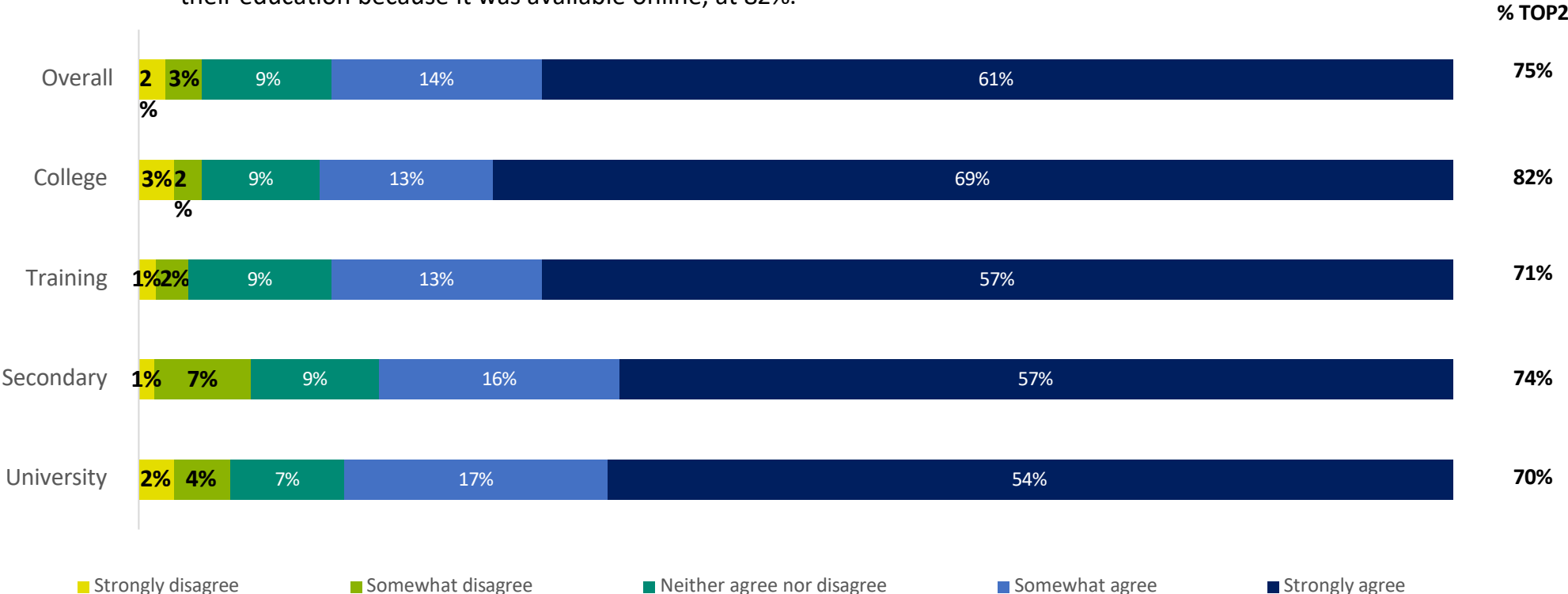
Q1a Did you get a job after taking the course(s)? (N=179)

Q1b Did you maintain your employment position after taking the course(s)? (N=71)

Q1c Did you get a new job after taking the course/s? (N=296)

Completing Education Due to Online Availability

- Overall, 75% of respondents ‘strongly’ or ‘somewhat agree’ that they completed their education because it was available online.
- Respondents who attended colleges were most likely to ‘strongly’ or ‘somewhat agree’ that they completed their education because it was available online, at 82%.



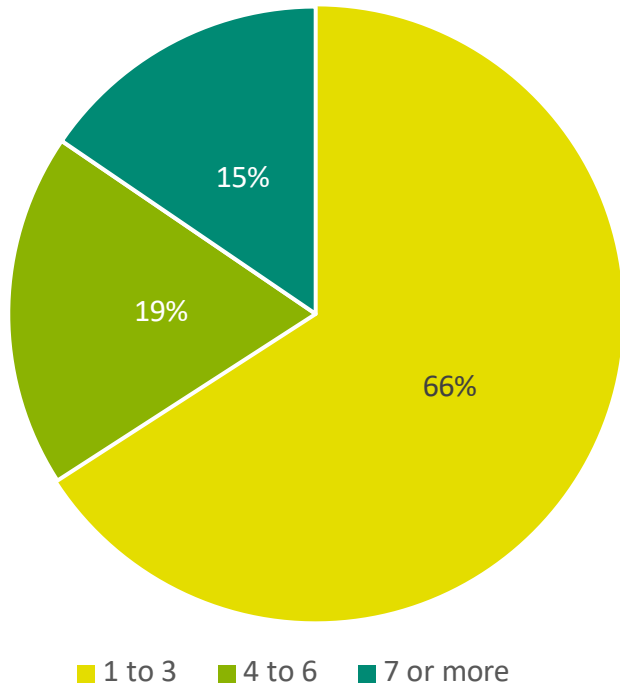
Q9B. Thinking about the course(s) you were registered in, please indicate how much you agree or disagree with the following statements? I completed my education because it was available online (N=1, 014)



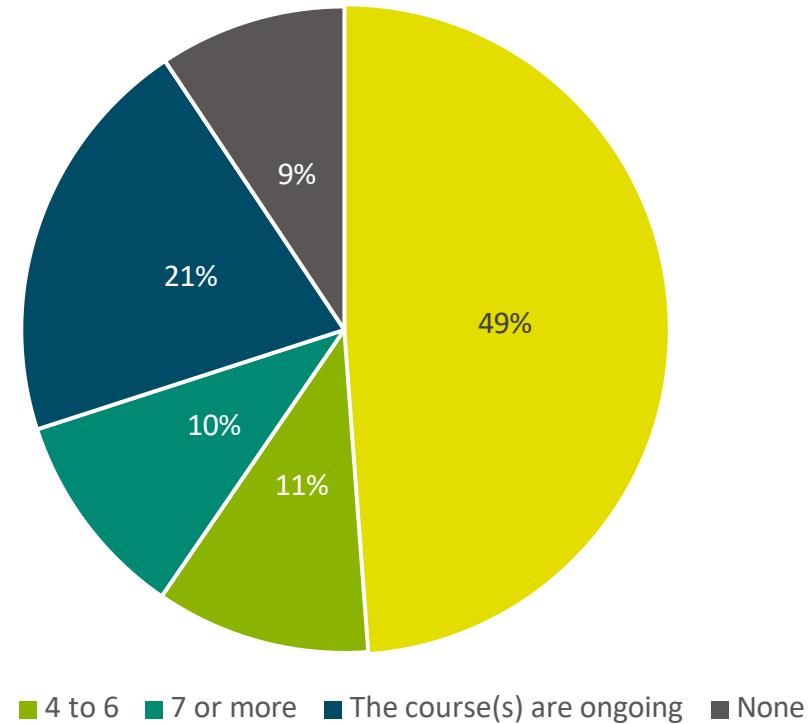
Number of Courses Registered In vs Completed

- 66% of respondents registered in 1 to 3 courses.
- 21% stated their course(s) are ongoing while 9% did not complete the course(s) they were registered in.

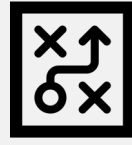
Number of courses registered in



Number of courses completed



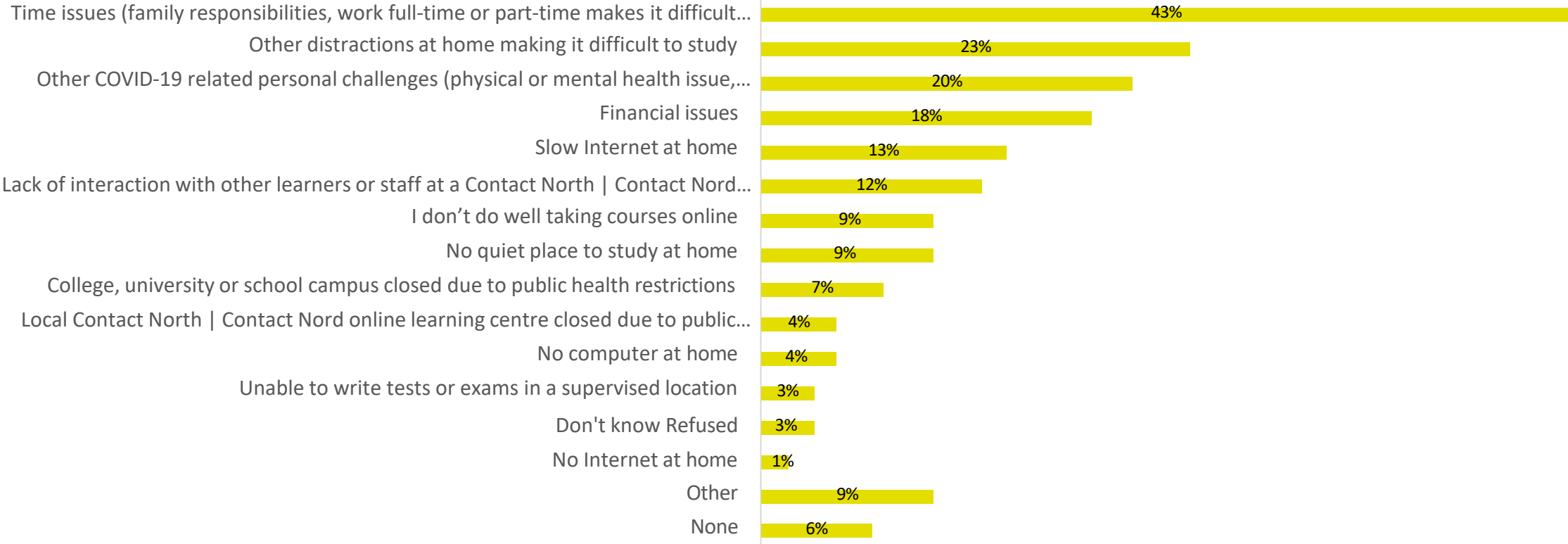
Q2 How many course(s) did you register in? (N=1, 014)
Q4. How many course(s) did you complete? (N=1, 014)



Challenges Faced

Challenges

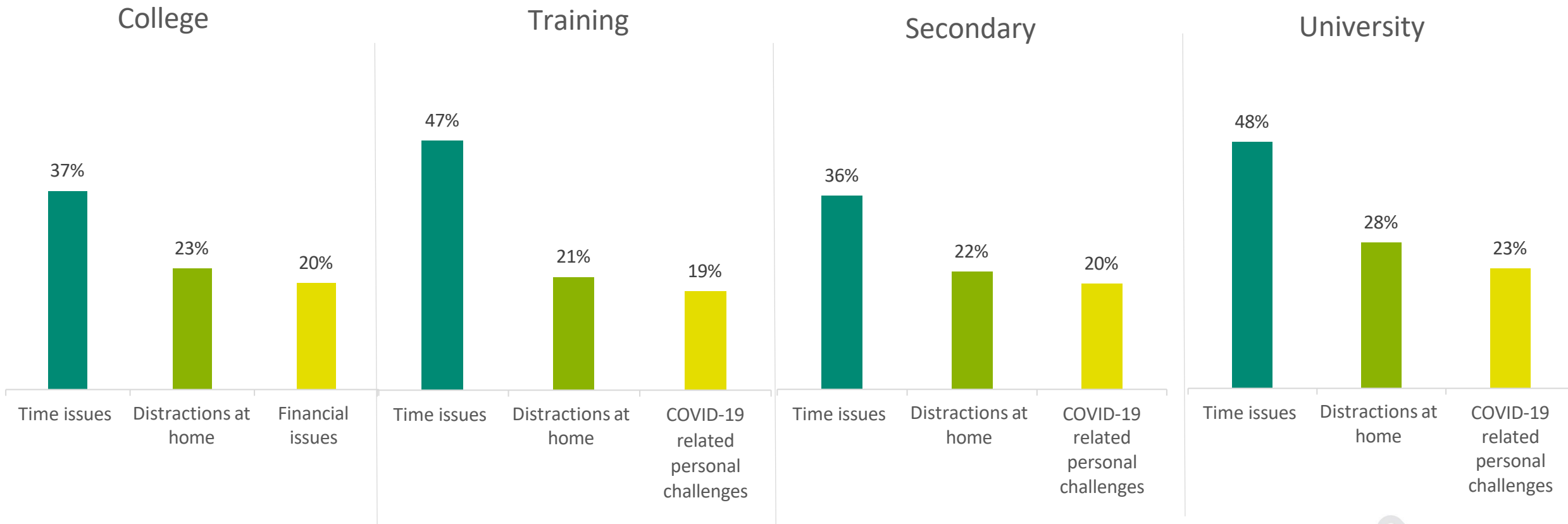
- 43% of respondents indicated ‘time issues’ such as working is a challenge they face when pursuing their education and training, followed by ‘Other distractions at home’ (23%).



Q13. Which challenges have you faced, if any, in pursuing your education and training? (N=1, 014)

Top 3 Challenges by Institution Type

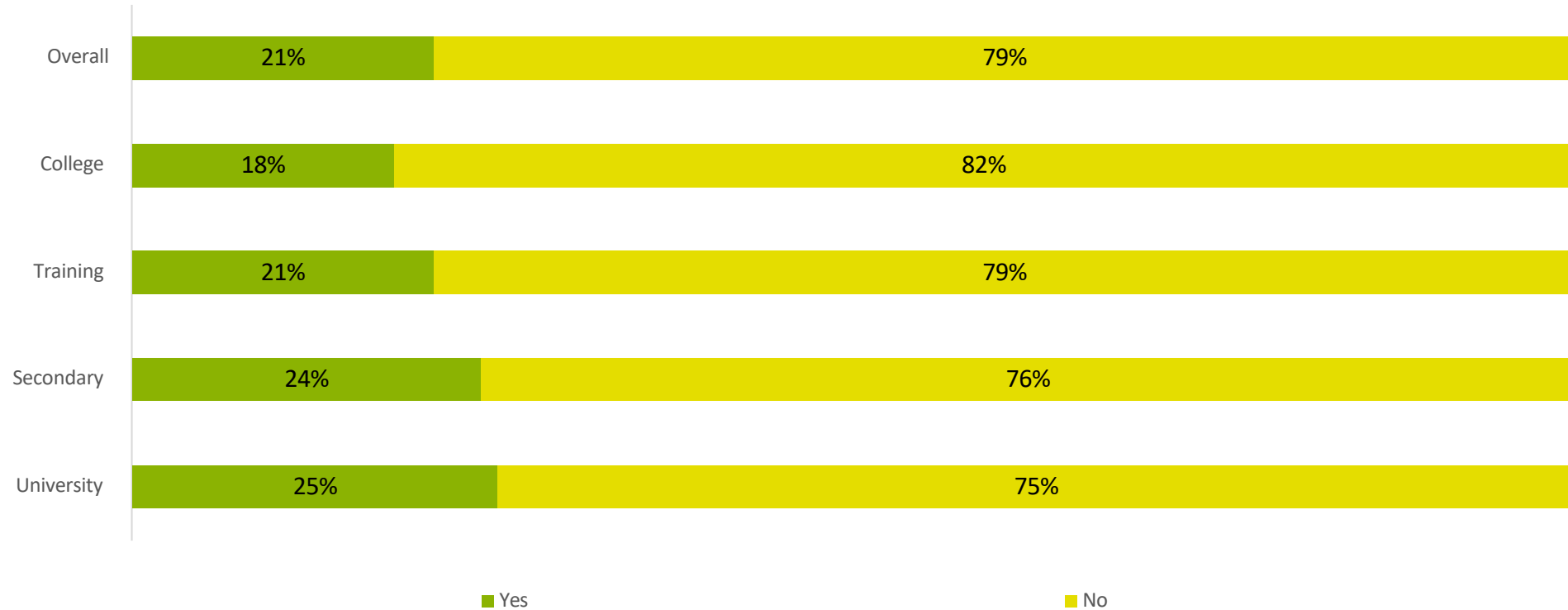
- 'Time issues' was the biggest challenge faced by respondents across all four educational institution categories (48% university, 47% training, 37% colleges, 36% secondary).



Q13. Which challenges have you faced, if any, in pursuing your education and training? (N=1, 014)

Registering In More Courses

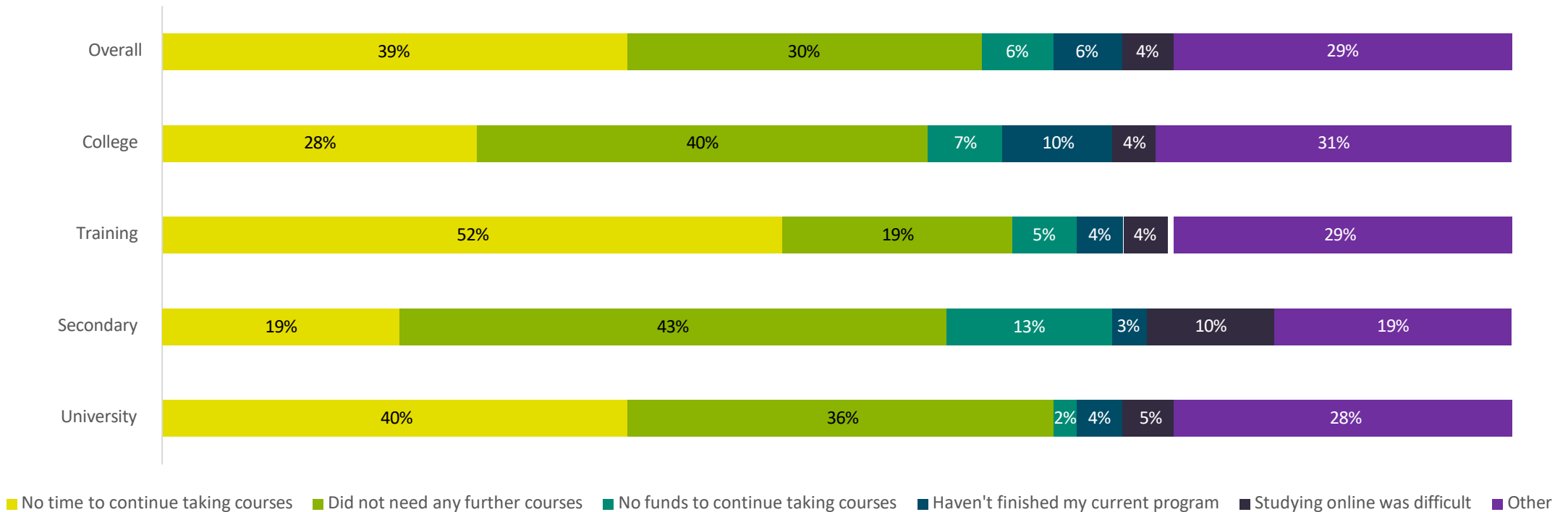
- 79% of respondents did not register in other course(s) since March 31st, 2022.



Q7. Have you registered for other course(s) since March 31, 2022? (N=1, 014)

Reasons Why Respondents Did Not Register in More Courses

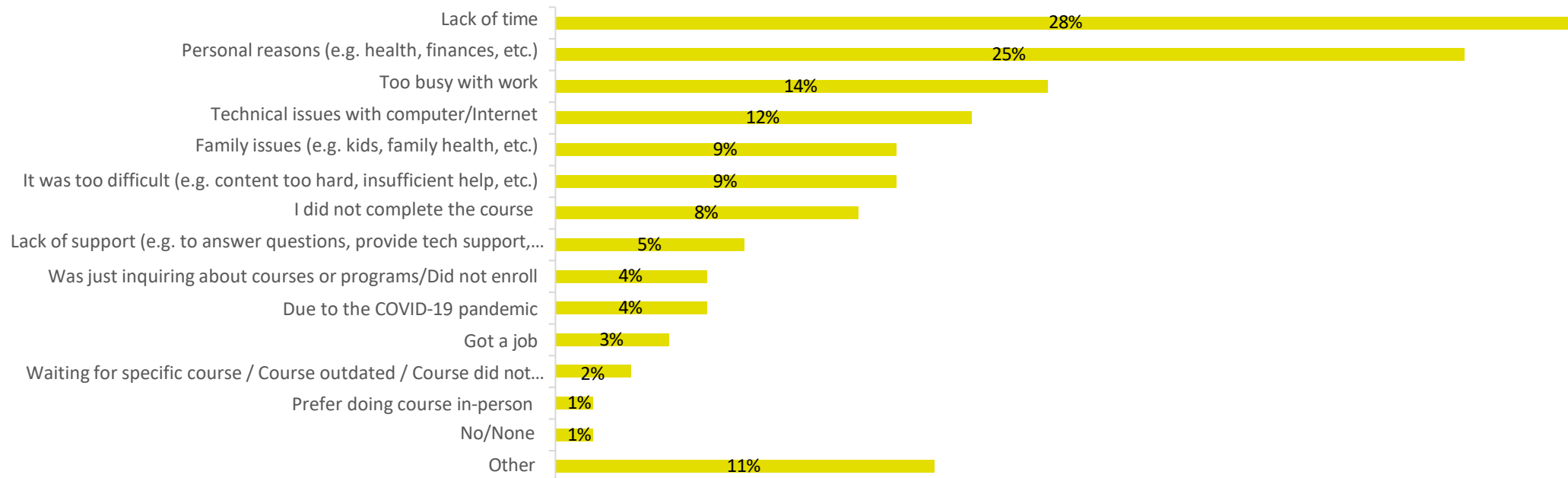
- Overall, 39% of respondents do not have time to continue taking courses.
- 30% of respondents indicated they did not need any further courses.
- Respondents who attended secondary institutions were twice as likely as others to report they found studying online difficult (10%).



Q8. Why did you not register in any more course(s)? Please select all that apply. (N=802)
 Base: Respondents not registered for other courses since March 31, 2022

Reasons Why Respondents Did Not Complete the Programs or Course

- 28% of respondents indicated lack of time prevented them from completing the program or course they registered in.
- Personal reasons such as health and finance was the second most common reason at 25%, followed by 'Too busy with work' at 14%, 'technical issues with computer/internet' at 12%, and 'program/course content was too difficult' at 9%.



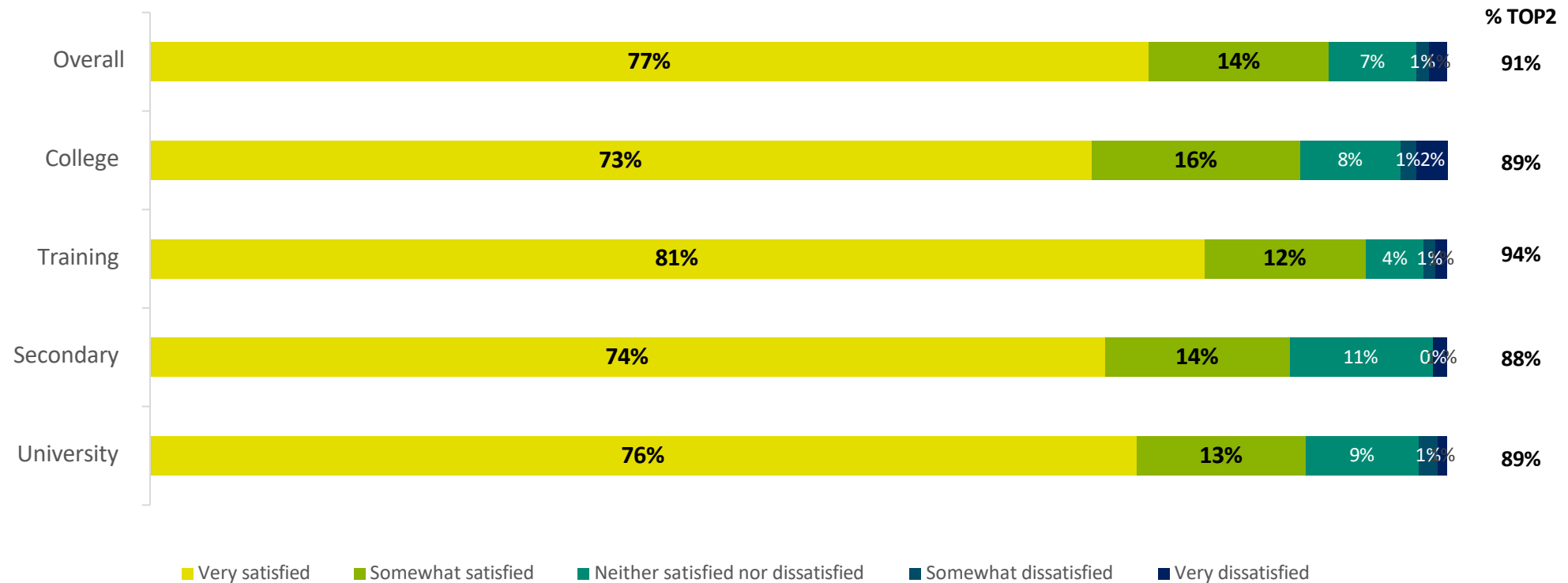
Q5. Why did you not complete the course or program that you were registered in?
Base: Respondents who did not completed courses (N=95)



Satisfaction with Contact North | Contact Nord

Overall Satisfaction

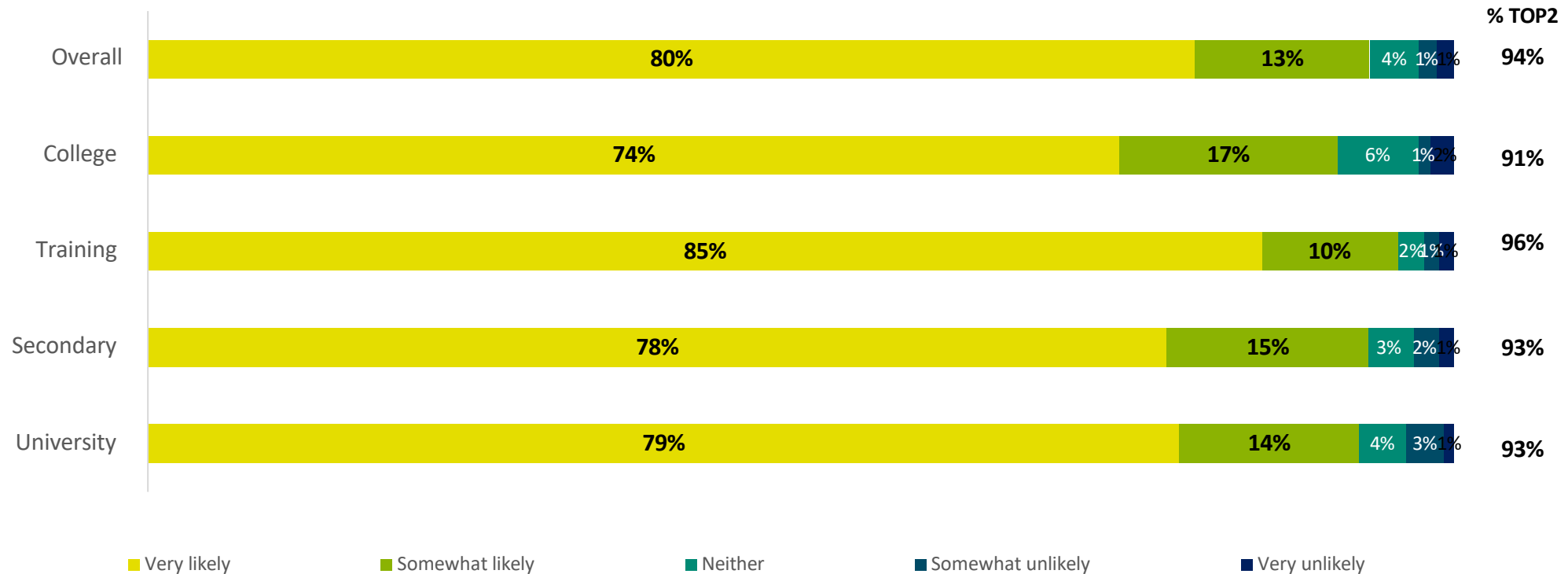
- 91% of all respondents were very satisfied/satisfied with their experiences with Contact North | Contact Nord.
- Those who attended training institutions were most likely to be very satisfied at 81%.



Q11. Recognizing you may not have been able to use one of Contact North | Contact Nord's online learning centres in the last year due to COVID-19 public health restrictions, overall, how satisfied are you with the service and support you received from Contact North | Contact Nord?(N=1, 014)

Likelihood to Recommend

- 94% of respondents are likely to recommend Contact North | Contract Nord to friends or family members.
- Those who attended training institutions were most likely to recommend Contact North | Contract Nord to friends or family members at 85%.



Q12. How likely are you to recommend Contact North | Contract Nord's services to a friend or family member? (N=1, 014)

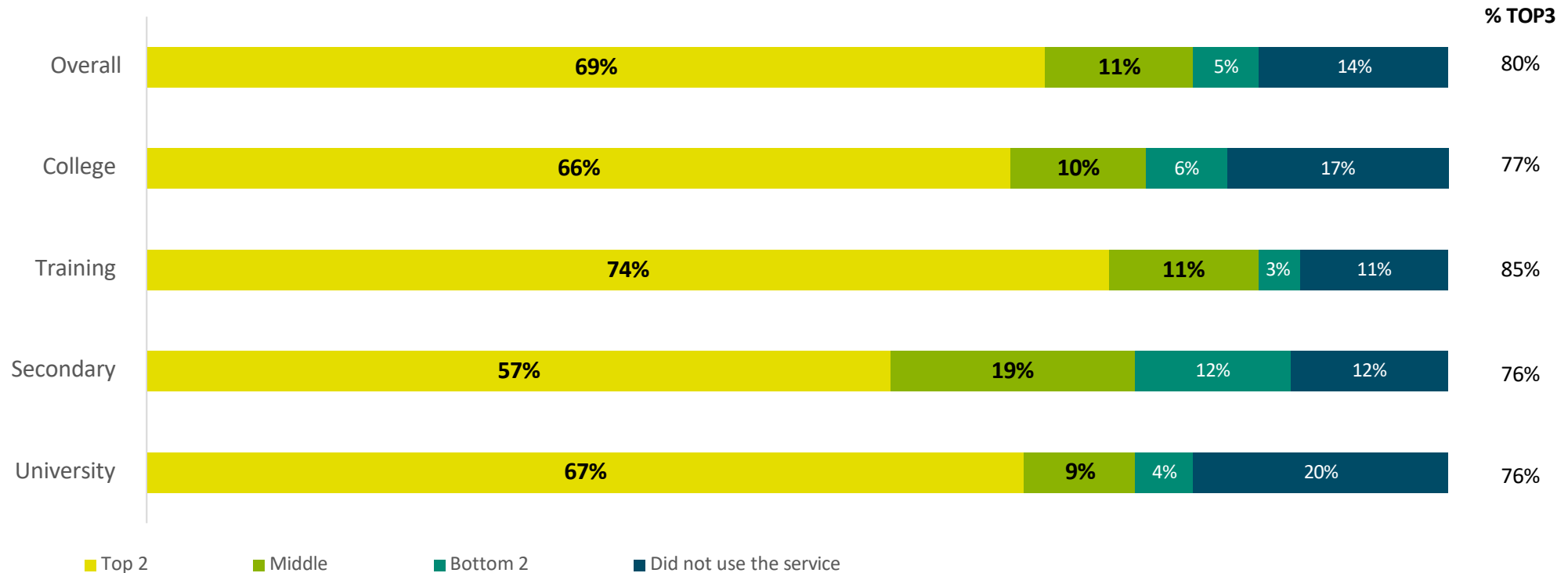


Service Satisfaction

How would you rate the following Contact North | Contact Nord services?

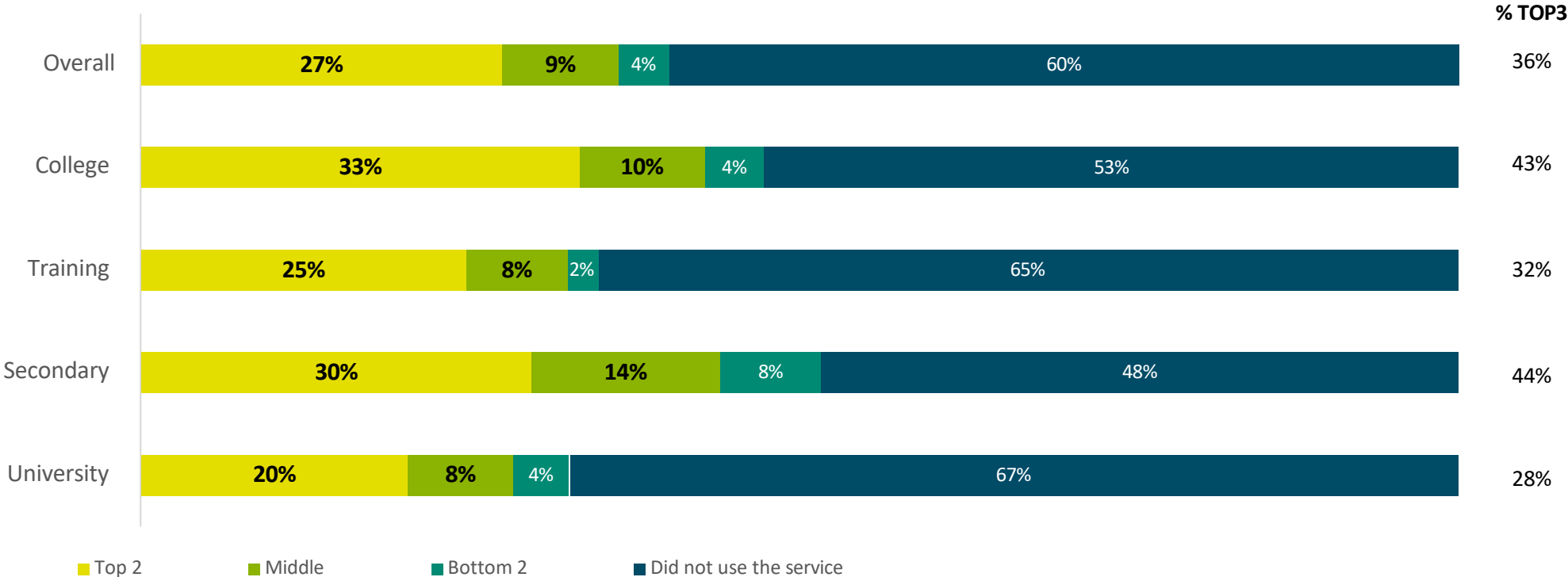
Information on Available Online Courses and Study Options

- 86% of respondents used the “information on available online courses and study options” service.
- 80% of respondents rated it as excellent/very good/good.



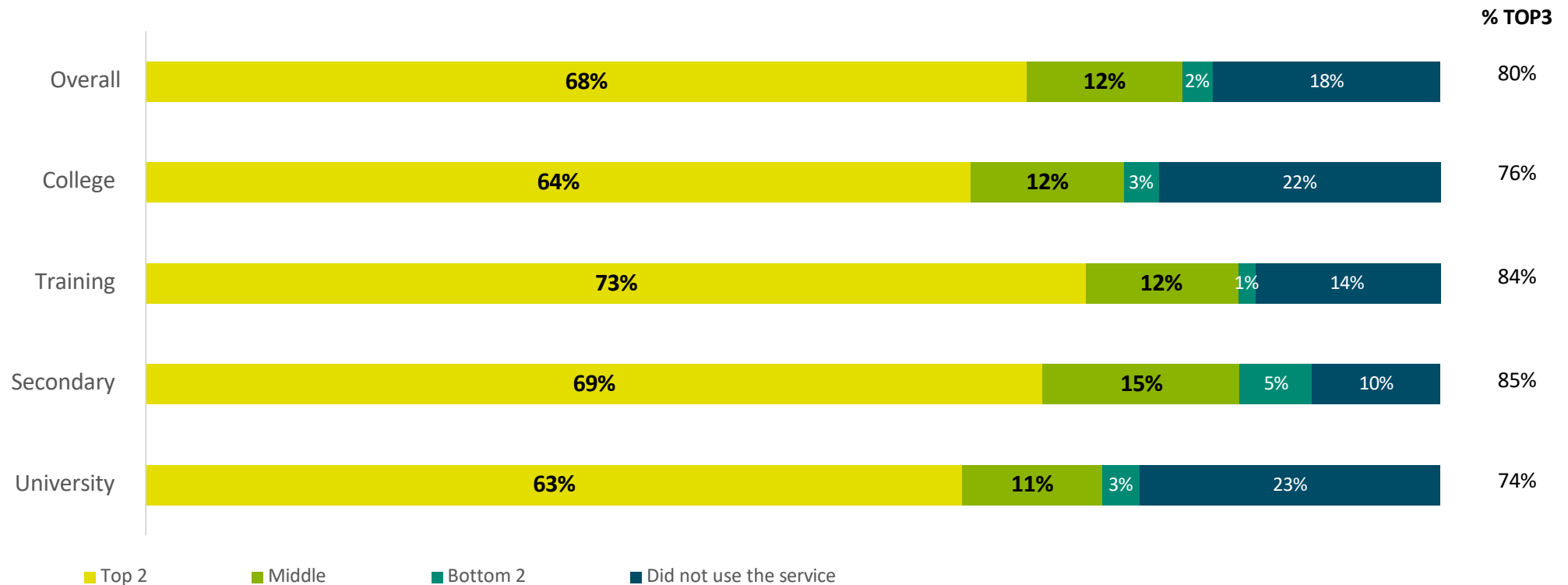
Information Provided On Financial Aid Options

- 40% of respondents used the “information on available online courses and study options” service.
- 36% of respondents rated it as excellent/very good/good.



Help Registering in Courses

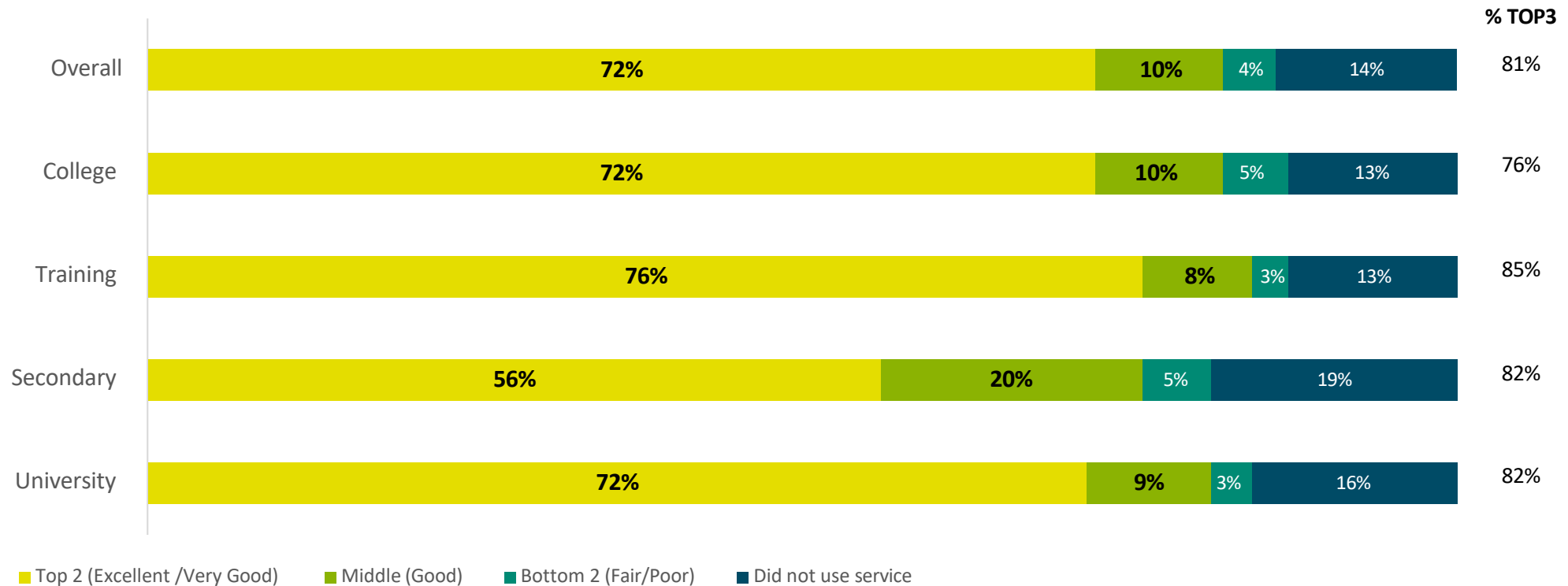
- 82% of respondents used “help registered in courses” service.
- 80% of respondents rated it as excellent/very good/good.



Q14C. How would you rate the following Contact North | Contact Nord services?
Help registering in courses? (N= 1, 014)

Support From Staff Either In-person Or Via Phone, E-mail, Text, Zoom

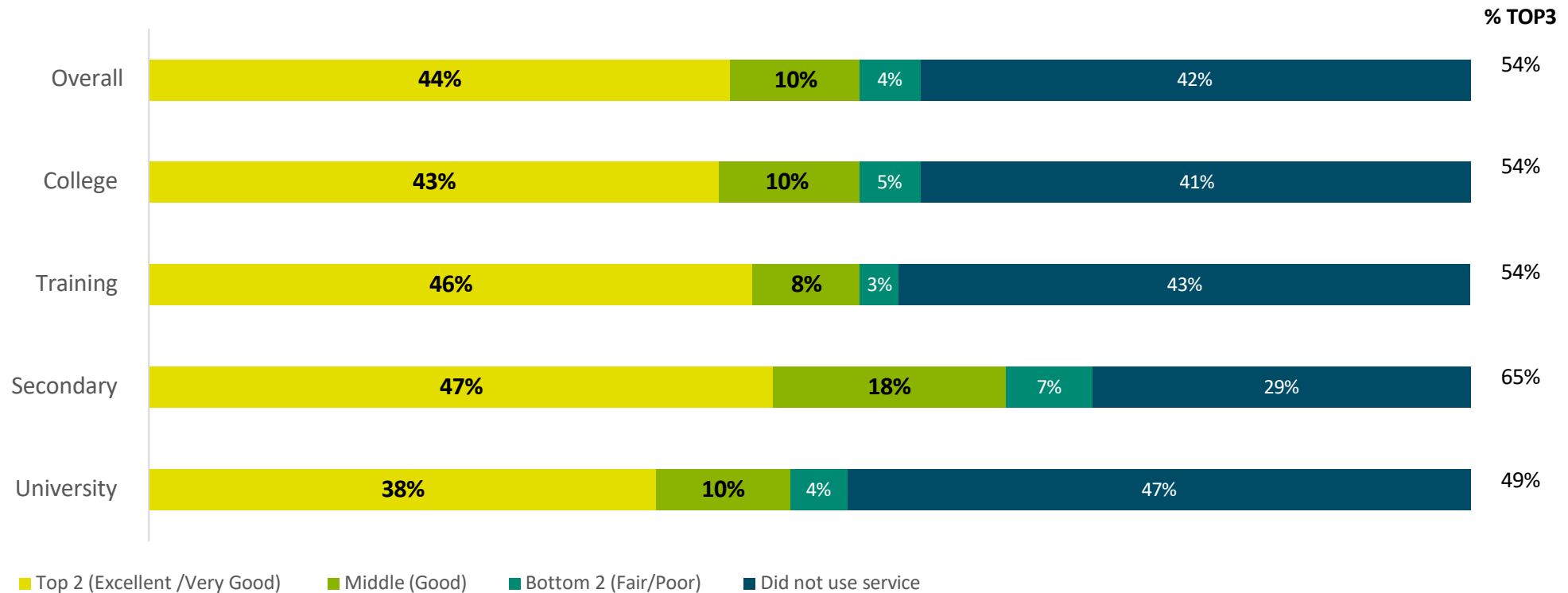
- 86% of respondents used the “support from staff in the online learning centres” services.
- 81% of respondents it as excellent/very good/good.



Q14D. How would you rate the following Contact North | Contact Nord services?
Support from staff either in-person or via phone, e-mail, text, Zoom (N=1, 014)

Referrals for Local Support Services

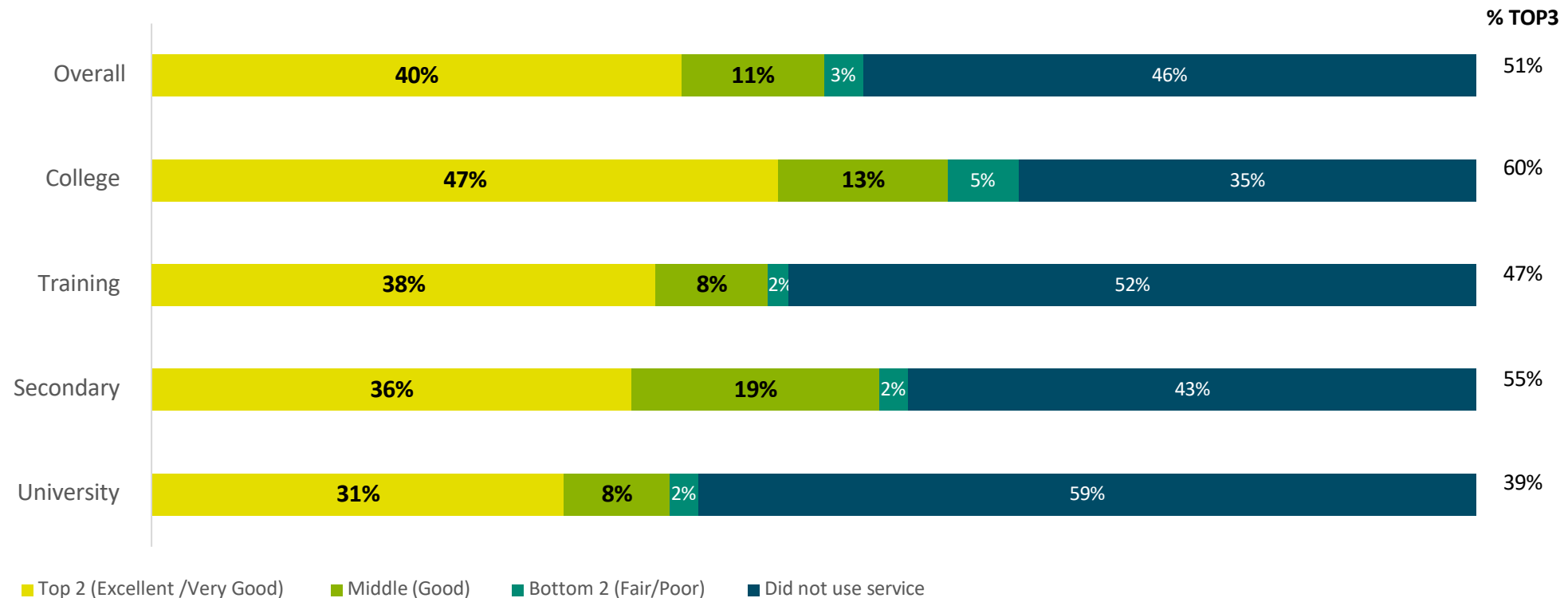
- 58% of respondents used the “referrals for local support services” service.
- 54% of respondents rated it as excellent/very good/good.



Q14G. How would you rate the following Contact North | Contact Nord services?
Referrals for local support services (N=1, 014)

Use Of A Web Conferencing Platform (Adobe Connect Or Zoom)

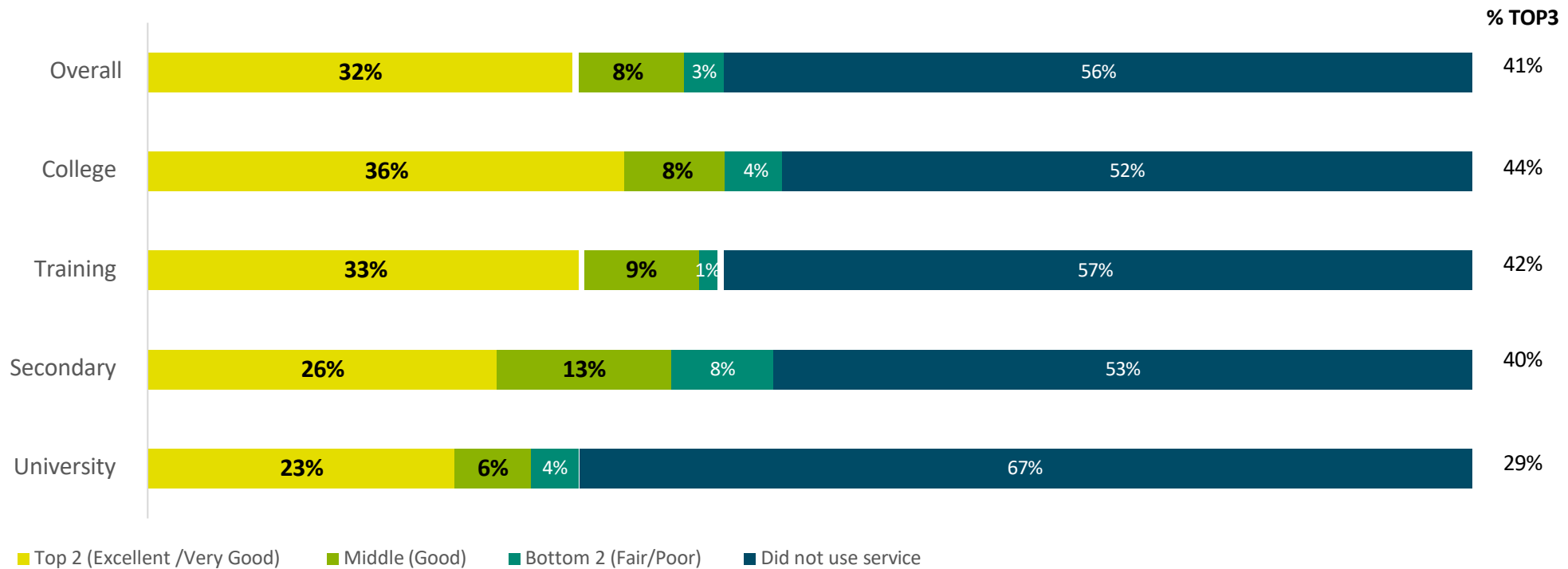
- 54% of respondents used the “computers at an online learning centre” service.
- 51% of respondents rated it as excellent/very good/good.



Q14I How would you rate the following Contact North | Contact Nord services?
Use of a web conferencing platform (Adobe Connect or Zoom) (N=1, 014)

Technical Support Hotline

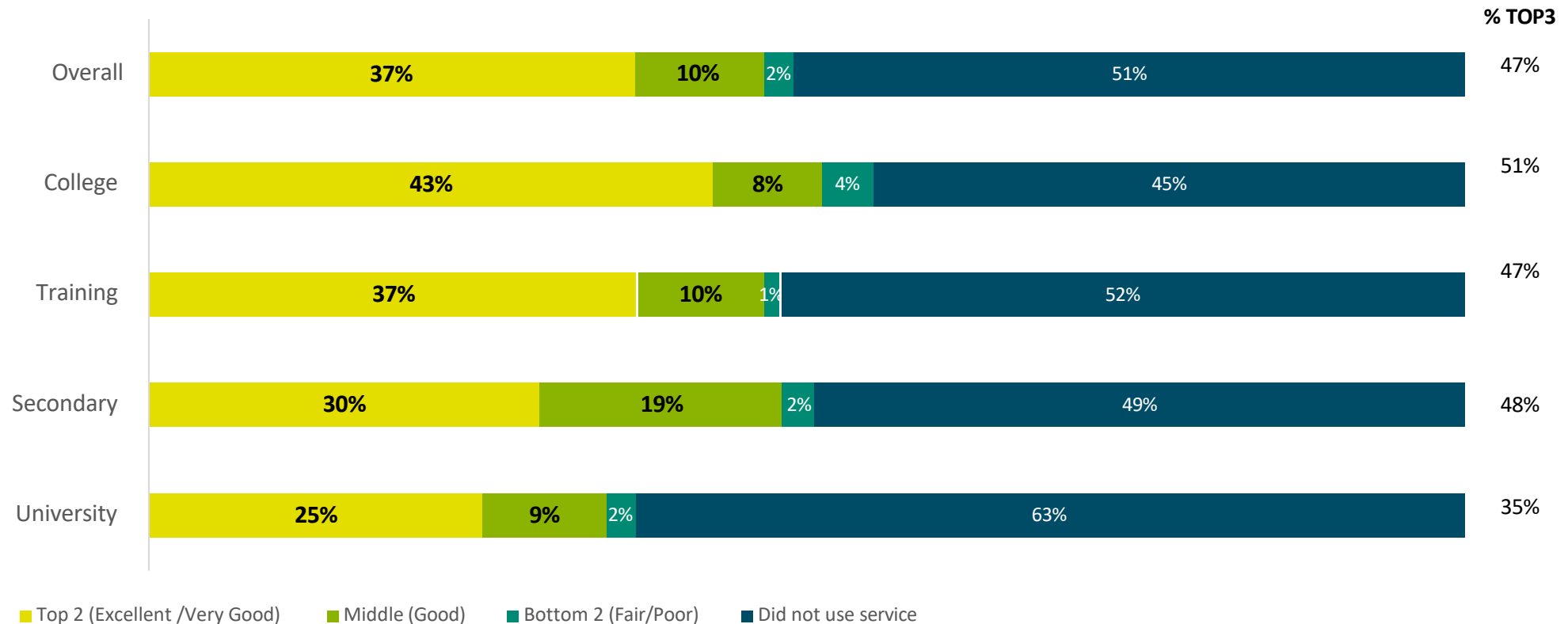
- 44% of respondents used the “internet access at an online learning centre” service.
- 41% of respondents rated it as excellent/very good/good.



Q14K. How would you rate the following Contact North | Contact Nord services?
 Technical Support Hotline (N=1, 014)

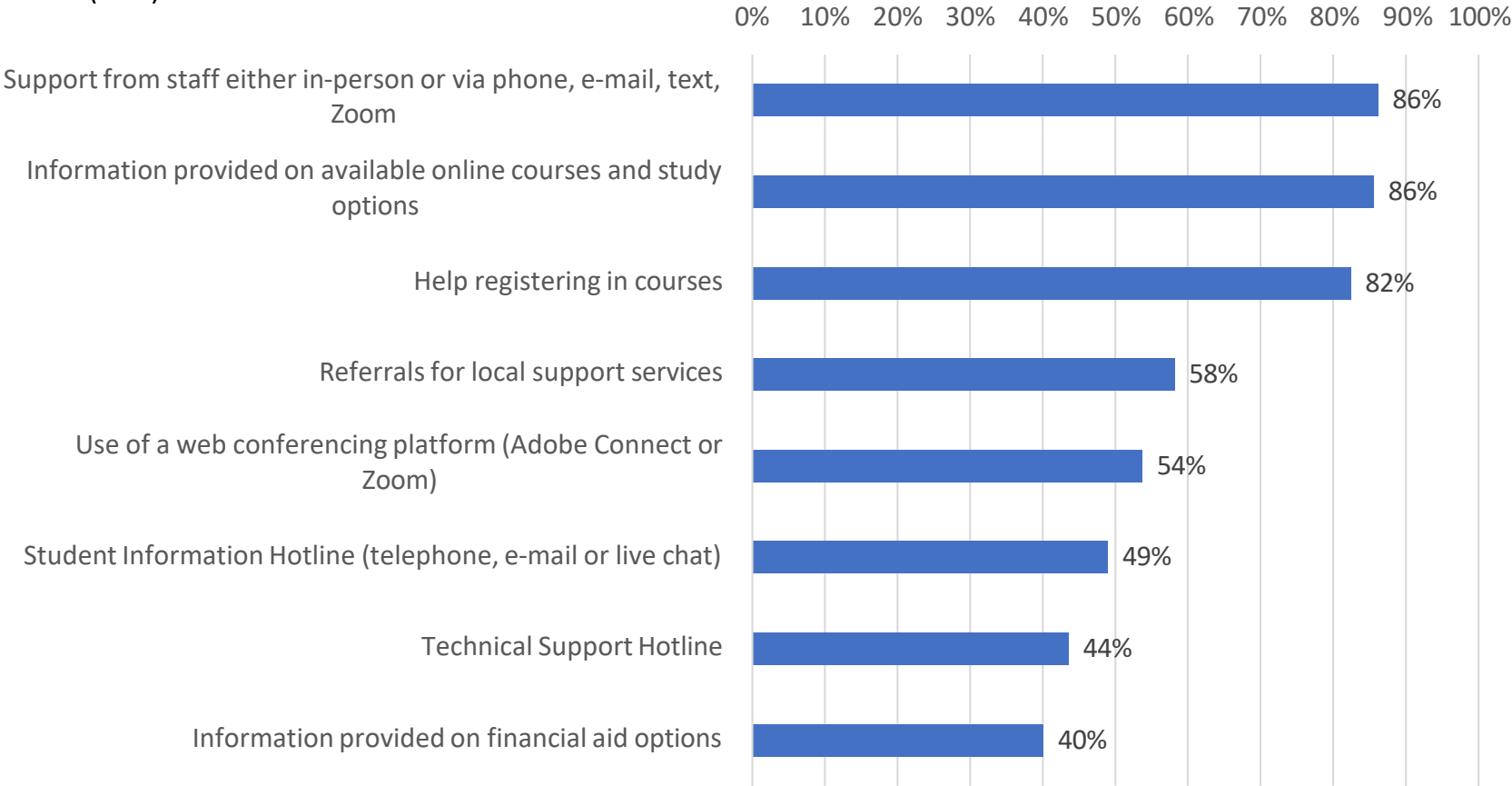
Student Information Hotline (Telephone, E-mail Or Live Chat)

- 49% of respondents used the “web conferencing platform” service.
- 47% of respondents who used the service rated it as excellent/very good/good.



Services Used

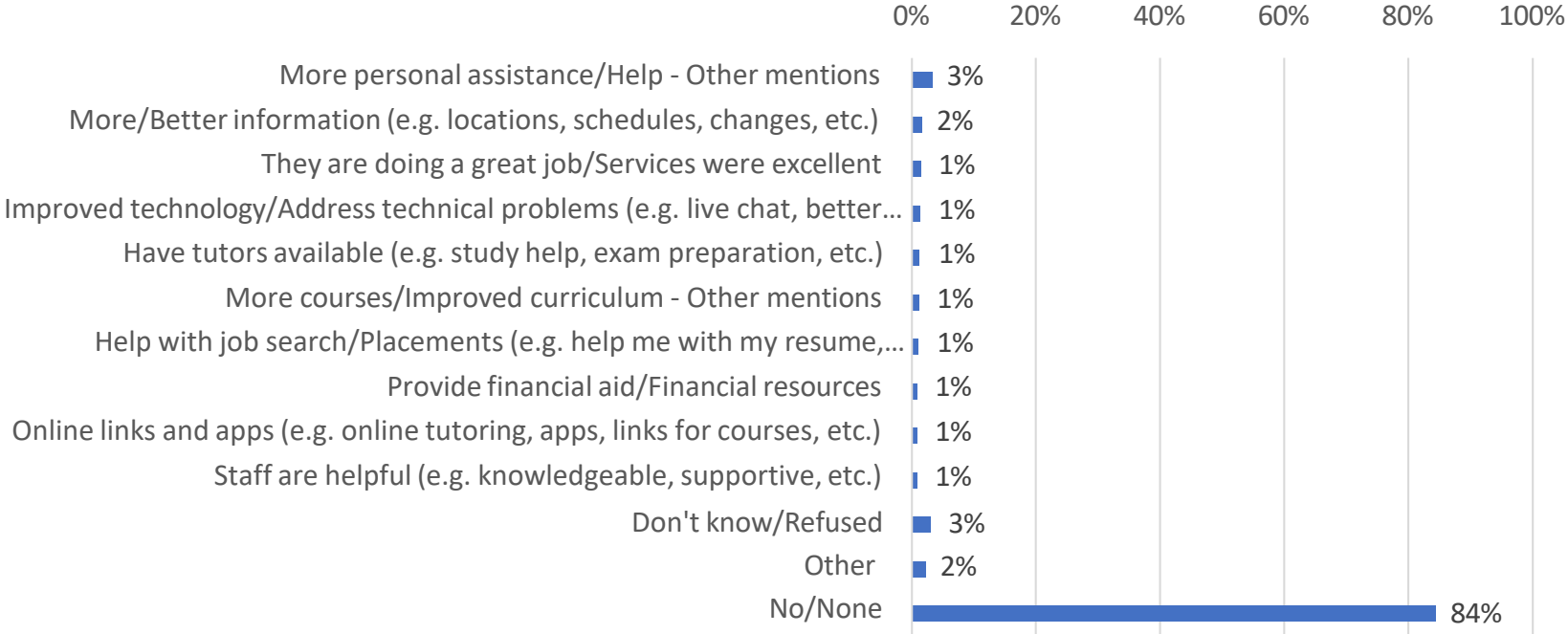
- The top three most commonly used services are: Support from staff either in-person or via phone, e-mail, text, Zoom (86%), Information on available online courses and study options (86%), and help registering in courses (82%).



Q14A-Q14L. How would you rate the following Contact North | Contact Nord services? Respondents who selected 'did not use the service' (N= 1, 014)

Services Contact North | Contact Nord Can Provide

- Most respondents indicated they did not have any recommendations for Contact North | Contact Nord about other services that could be provided in order to help the respondent to complete their courses (84%).

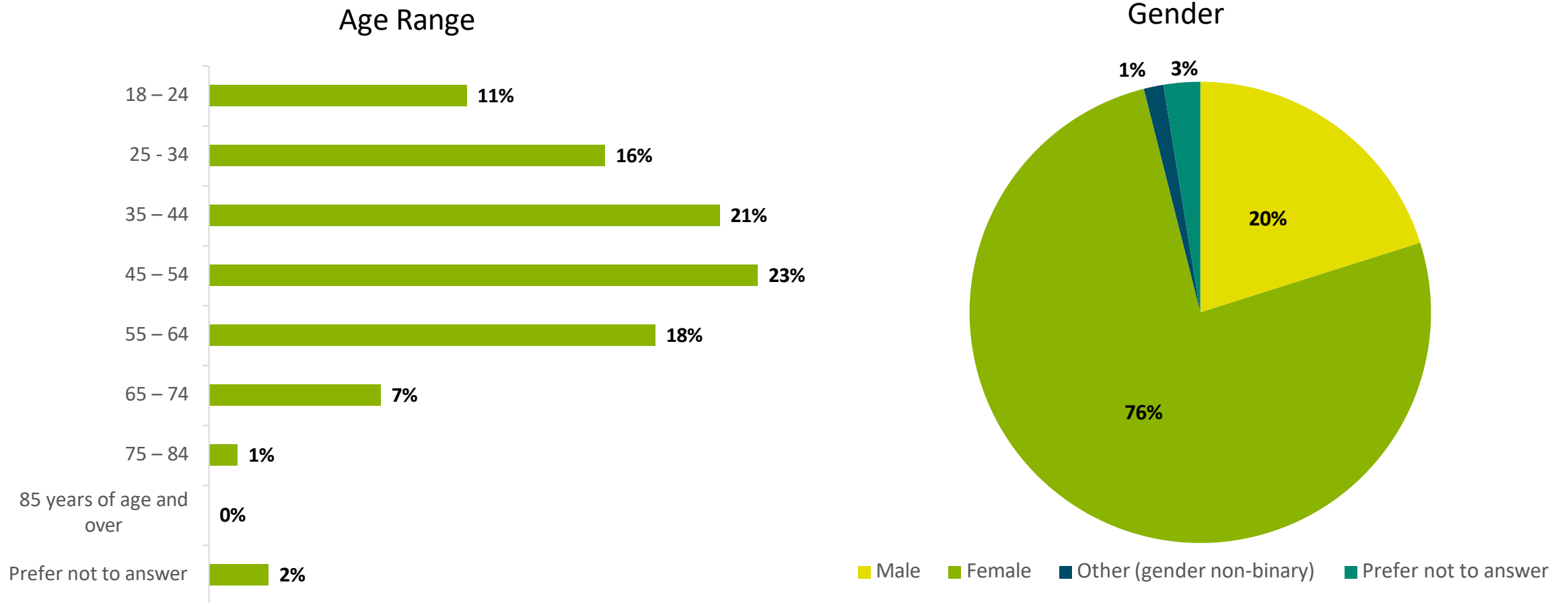


Q15. Are there other services Contact North | Contact Nord can provide to help you when completing courses? (N=1, 014)



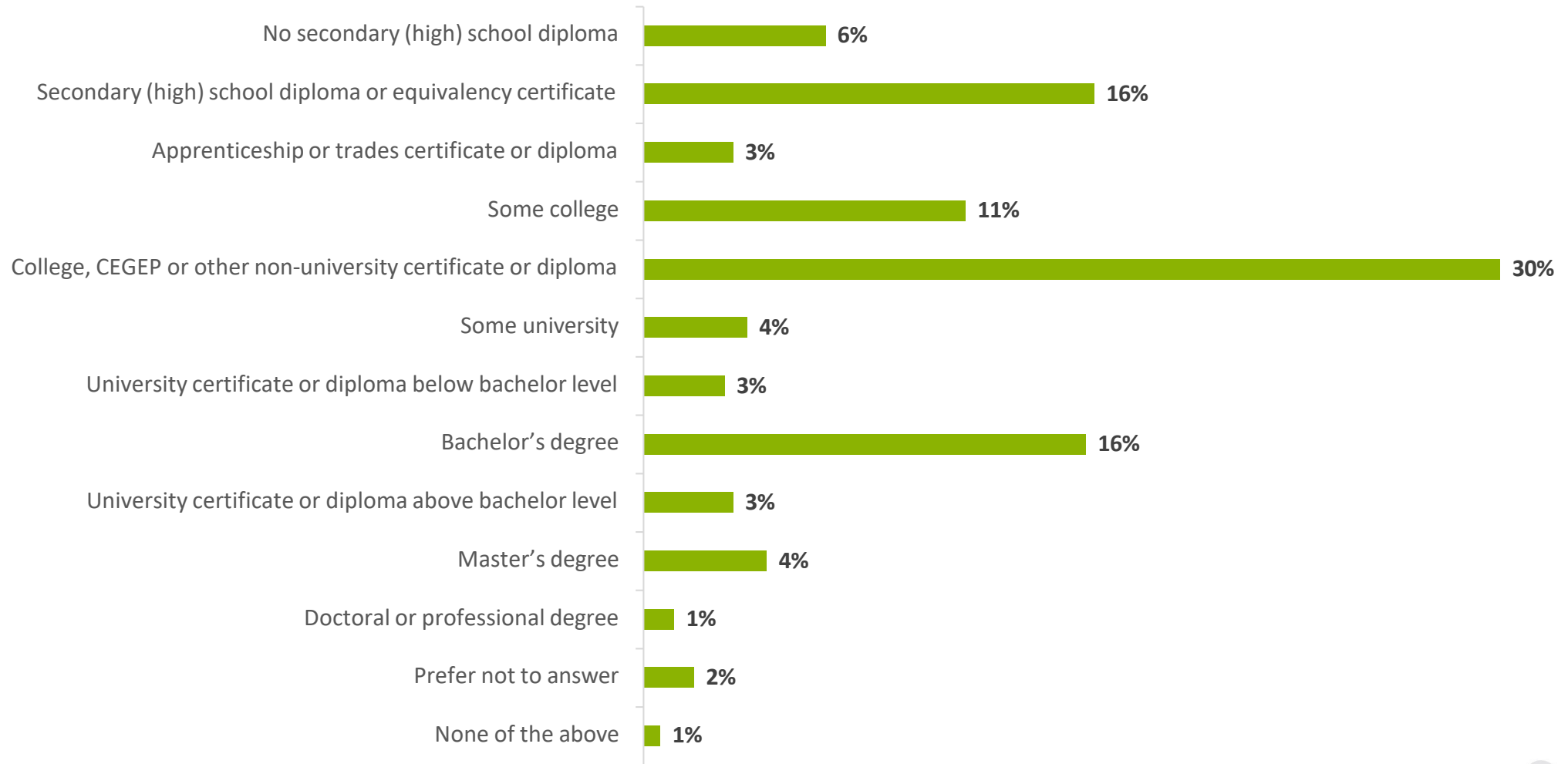
Demographics: Who Completed the Survey?

Age and Gender



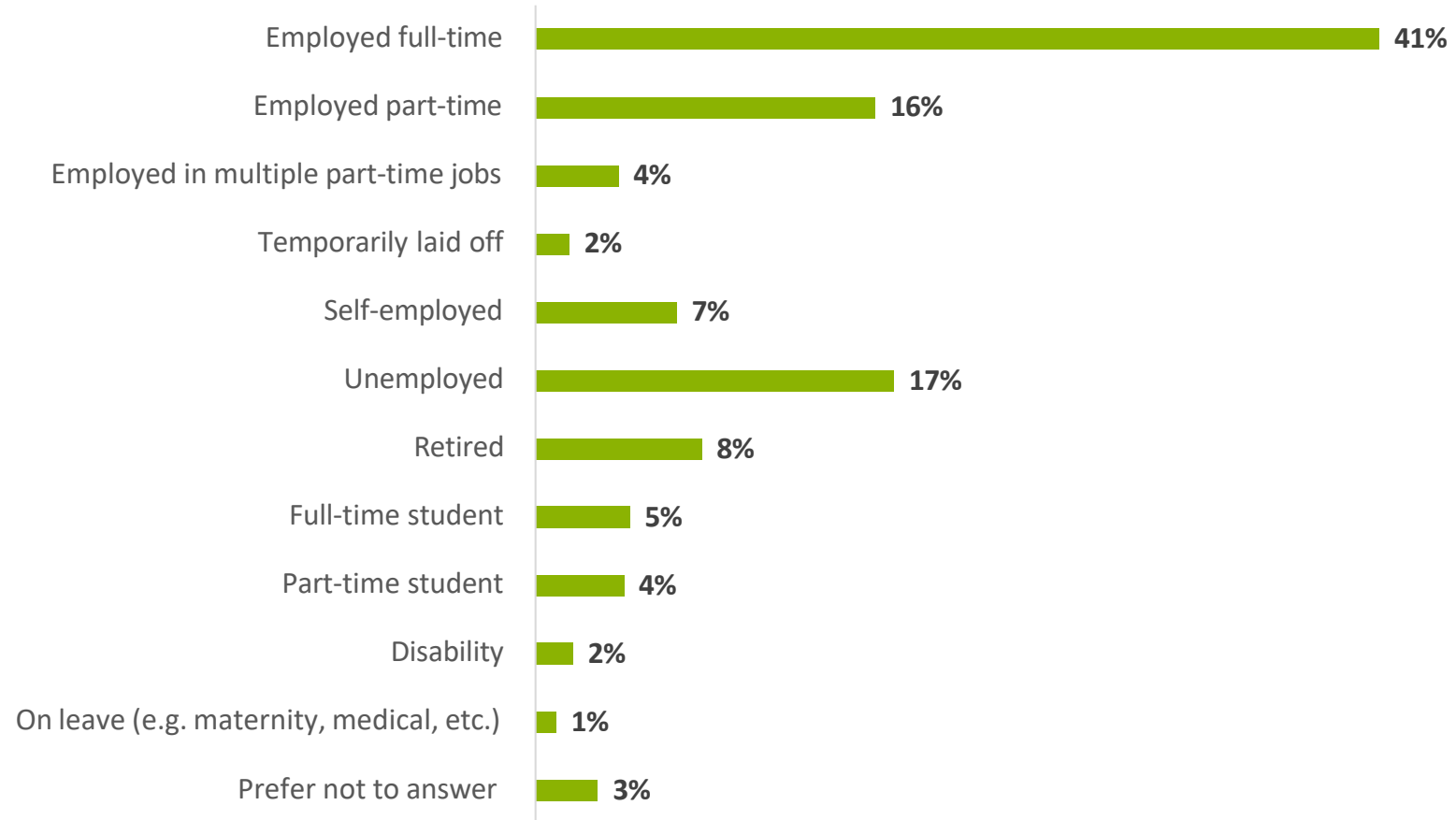
D1. How would you describe your gender? (N=1, 014)
D2. What is your age? (N=1, 014)

Education



D3. What is the highest level of education or training you have completed? (N=1, 014)

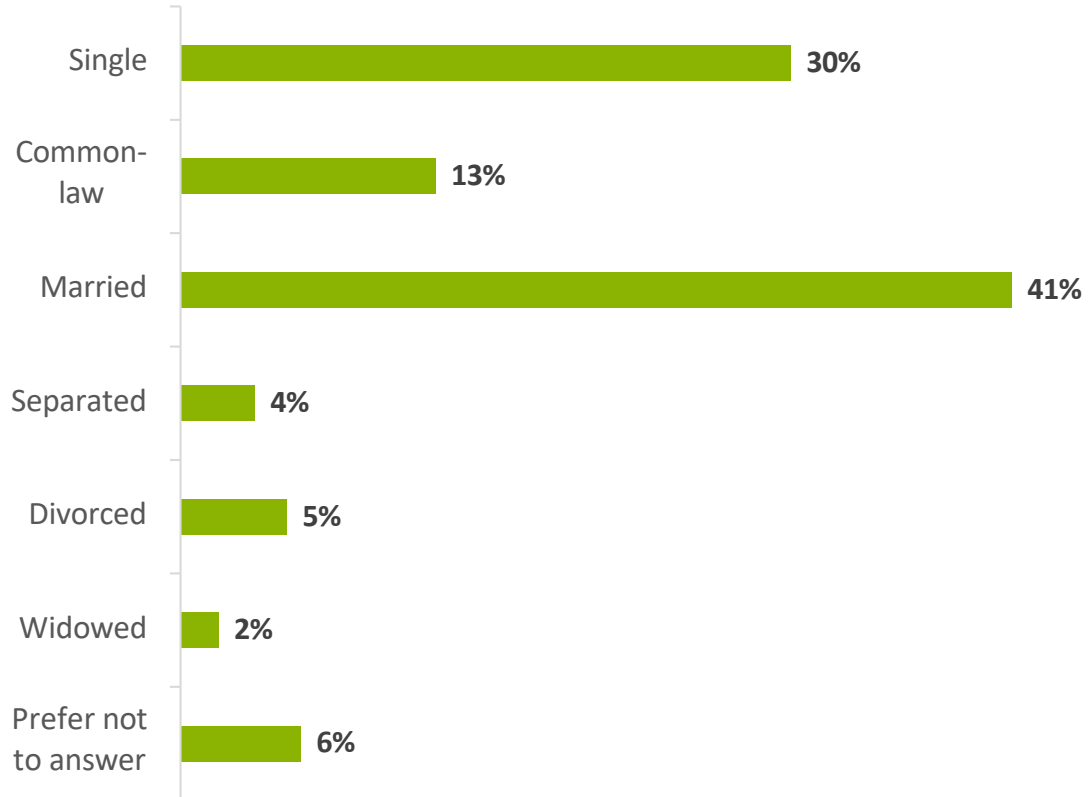
Employment



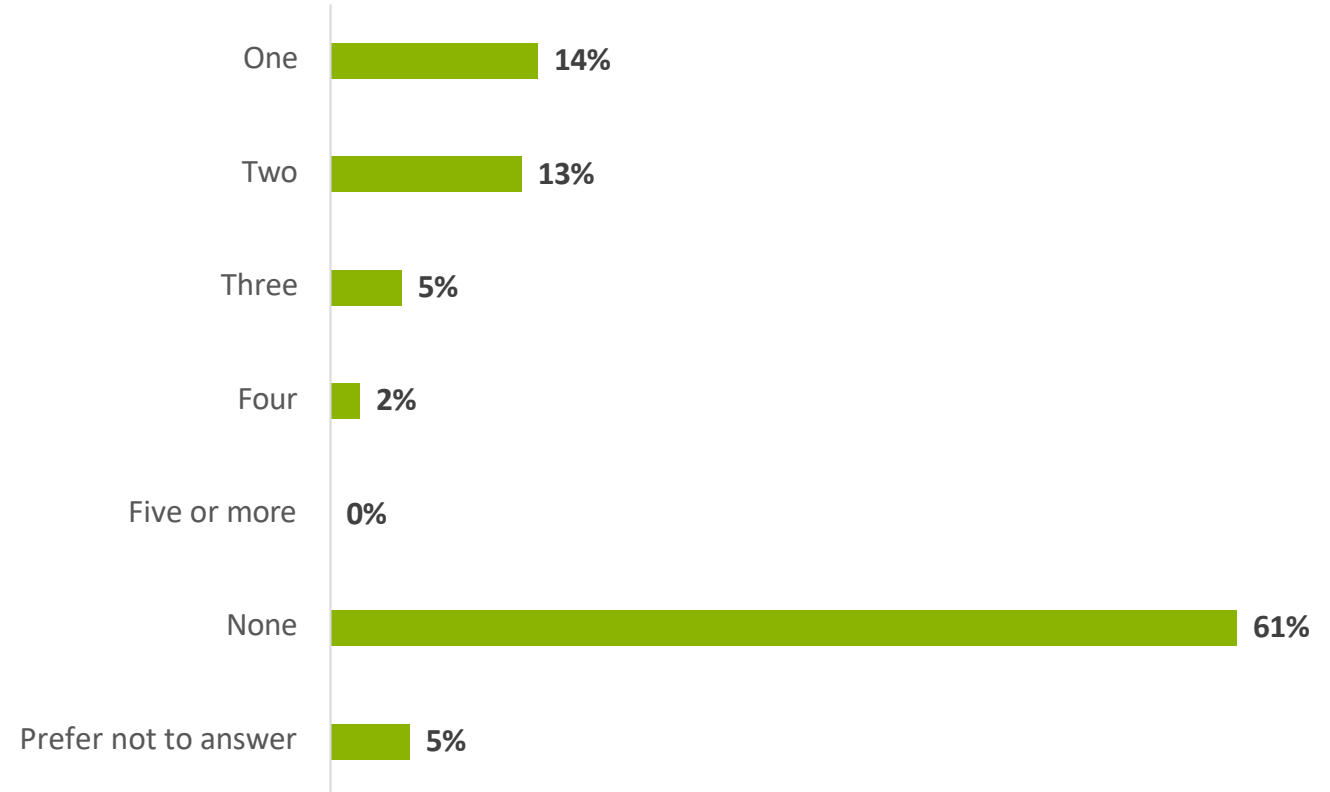
D4. Which of the following best describes your current employment status? Please select all that apply. (N=1, 014)

Relationship Status & Number of Children

Relationship Status



Number of Children

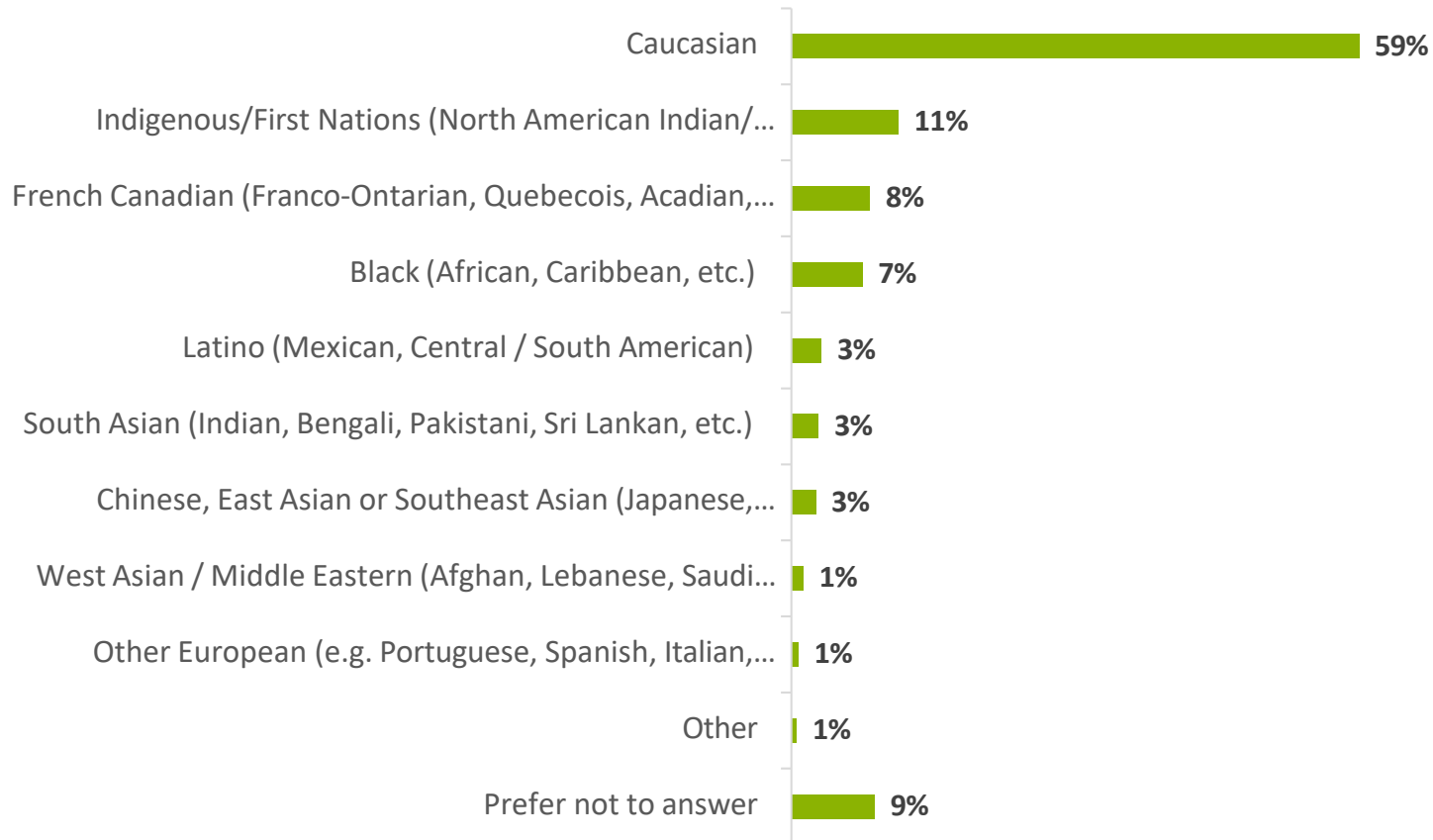


D5. What is your current relationship status? (N=1103)

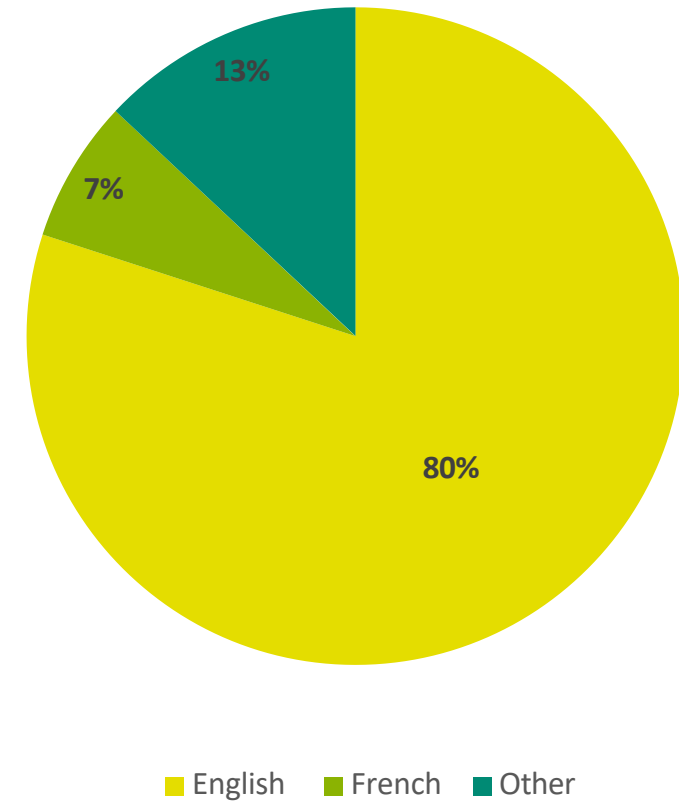
D6. How many children do you have, under the age of 18, living within your household? (N=1, 014)

Language and Identity

Ethnic Identity

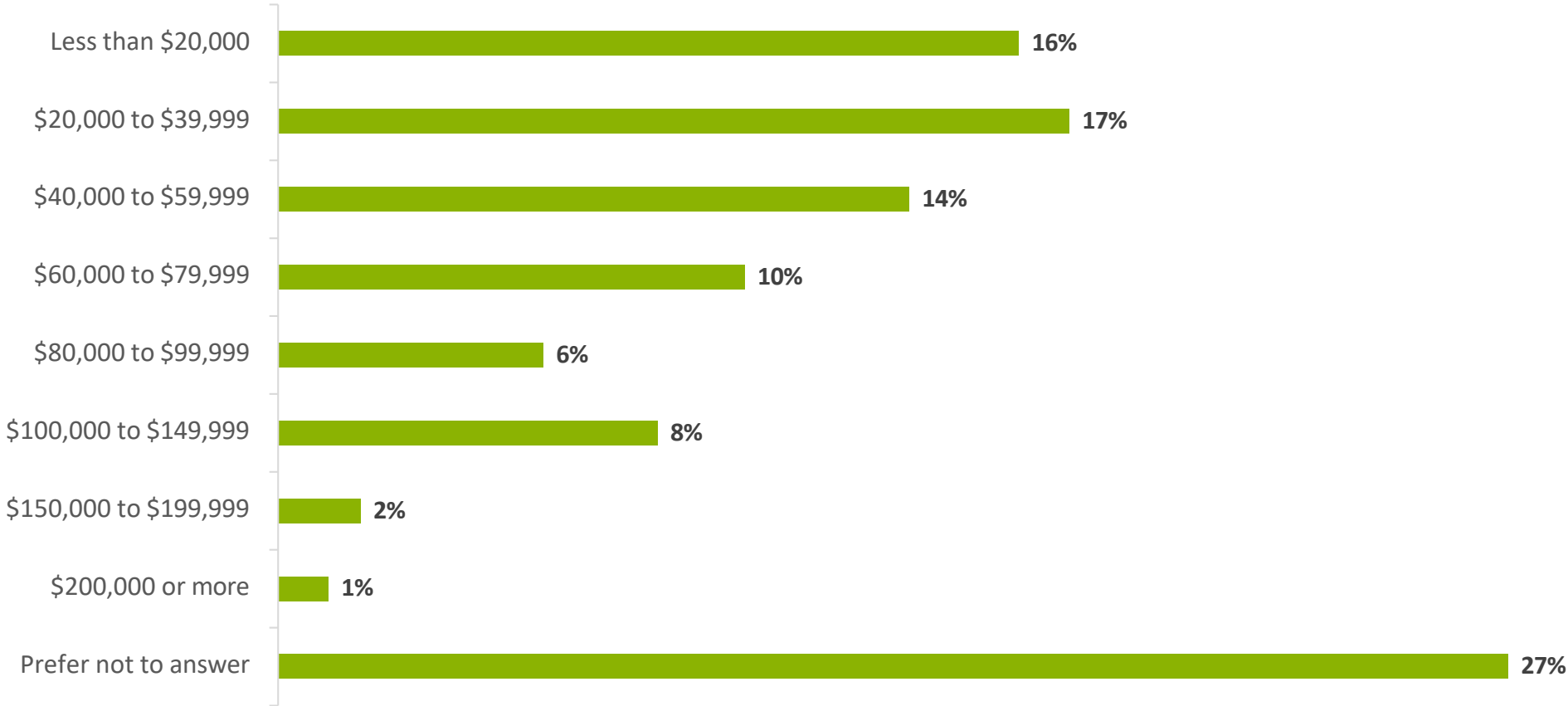


Language



D7. What was the first language you learned as a child and still understand? (N=1, 014)
 D8. Do you identify with any of the following group(s)? Please select any that apply? (N=1, 014)

Income



D9. Which of the following categories best describes your household's annual income in 2018, before taxes? (N=1, 014)