

# Essential Skills Upgrading



## East Region

1641 Pharmacy Ave.  
Phone: 416.396.6904  
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## South Region

777 Bloor St. W.  
Phone: 416.393.1995  
Fax: 416.393.8102

## West Region

500 The East Mall  
Phone: 416.394.3809  
Fax: 416.394.7464

## Customer Service Charter

### Who we are

The Essential Skills Upgrading program is a program of the Toronto District School Board. It provides opportunities for adults to improve their reading, writing, numeracy and digital technology skills so they are better able to achieve their goals of employment, secondary school, post-secondary education, apprenticeship and/or greater personal independence. We believe in equality and respect for all and are committed to offering high-quality services that best meet the needs of our customers.

### What you can expect from us

We will provide you with:

- a welcoming and safe learning environment
- knowledgeable, helpful and responsive staff
- learning which focuses on what you want and need to learn
- accurate and up-to-date information about services that can help you meet your goals

### Customer Satisfaction: Your opinion counts

We appreciate your feedback. Your input about our program can help us to make improvements that will benefit all our customers. If you have comments or suggestions about our program, you can let us know by:

- completing our feedback survey: [Click Here to Tell Us About Your Experience](#)
- contacting us by email at: [upgrading@tdsb.on.ca](mailto:upgrading@tdsb.on.ca)
- contacting a Program Officer or Community Services Supervisor
  - Grace Santeramo 416-393-0922 [grace.santeramo@tdsb.on.ca](mailto:grace.santeramo@tdsb.on.ca)
  - Sam Sanfilippo 416-394-7633 [sam.sanfilippo@tdsb.on.ca](mailto:sam.sanfilippo@tdsb.on.ca)
  - Adriana Ungureanu 416-396-3347 [adriana.ungureanu@tdsb.on.ca](mailto:adriana.ungureanu@tdsb.on.ca)
  - Mahnaz Chinoy 416-396-6413 [mahnaz.chinoy@tdsb.on.ca](mailto:mahnaz.chinoy@tdsb.on.ca)
- contacting the Program Coordinator:
  - Carol Visser 416-396-3466 [carol.visser@tdsb.on.ca](mailto:carol.visser@tdsb.on.ca)

If you provide us with your contact information, we will follow-up with you within 3 business days.