

PAL-Reading Services Inc.  
Annual General Meeting  
September 9, 2015

**EXECUTIVE DIRECTOR'S REPORT**

You've heard what Susan had to say, and I'm not going to sugar coat it either – this was one of the most challenging years ever for PAL. Having said that, here's the other side of that coin...

Overall we experienced a net increase of 350 recorded hours, continuing the upward trend of the past four years. While it is true that there's been a shift in our government contract work, this shift has translated into more time and energy available to nurture our relationships with new and existing clients who don't have access to government-sponsored accessibility programs. Our non-contract reading increased by 705 hours; this includes personal, recreational, job support and non-government-backed educational support reading. Thank you to our loyal clients who keep us reading.

PAL couldn't do any of this without our phenomenal team of volunteers whose variety of skills and experiences is truly remarkable. We've read German, French and Spanish texts; we've read chemistry and calculus, biochemistry and microbiology; we've read psychology and linguistics, philosophy and native studies; we've read biographies, science-fiction novels and the classics. The list goes on and on.

Finding a way to properly thank our volunteers each year is particularly challenging; truly, they make our work at PAL possible. And so, on behalf of our staff and our clients, a sincere and heartfelt thank you to all of our dedicated volunteers, narrators and board members alike. It's a truly humbling experience working with all of you. I'd also like to give a special welcome to those who have joined our team this year; our new readers include Nancy, Lynne, Sarah F, Kevin, Nicholas, Ruth M, Tracy, David and Régine, and we welcomed back Tim, Geneviève and Adaline.

Later this evening we'll be congratulating volunteers celebrating decade anniversaries working with us at PAL. I'd also like to recognize Helen A and Bill on reaching 25 years, and a special shout out to Bruce who makes his way down from Richmond Hill twice a week and spends between 10 and 12 hours reading.

Here's to another full year of reading. Thank you!