



ESSENTIAL SKILLS UPGRADING

East Region
1641 Pharmacy Ave.
Phone: 416.396.6904
Fax: 416.396.6908

South/Central 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:

Essential Skills Upgrading (ESU) 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

- **contacting a Program Officer or Community Services Supervisor:**

Sam Sanfilippo (West) 416-394-7633

sam.sanfilippo@tdsb.on.ca

Adriana Ungureanu (East) 416-396-3347

adriana.ungureanu@tdsb.on.ca

Gaby Jolie (South/Central) 416-393-0922

gabrianna.jolie@tdsb.on.ca

Mahnaz Chinoy (Workshops) 416-396-6413

mahnaz.chinoy@tdsb.on.ca

- **contacting the Program Coordinator:**

Grace Santeramo 416-396-3466

grace.santeramo@tdsb.on.ca

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