

COMMUNITY LITERACY OF ONTARIO  
MEMBERS' E-COMMUNIQUE  
AUGUST 2011

Dear CLO Members,

Community Literacy of Ontario is pleased to present its **AUGUST 2011 CLO Members' E-Communiqué**.

**Topics covered in this E-Communiqué are:**

1. Cool Tools Rule: Using Social Media to Educate, Engage and Inspire
2. Recorded Version of CLO's Online Workshop on Performance Management
3. CLO's AGM 2011 and OALCF Training Workshops
4. Employment Ontario News and Information
5. Customer Service Resources Prepared by CLO
6. Affordable Computers for Learners
7. LLSC's Connecting Literacy and Employment through Essential Skills
8. PTP's Workforce Essential Skills Across Canada Project
9. PEI Literacy Alliance's Essential Skills for Family Vacations
10. "Do Nothing for Two Minutes" Online Challenge



**COOL TOOLS RULE:  
USING SOCIAL MEDIA TO EDUCATE, ENGAGE AND INSPIRE**

As a "members only" benefit, Community Literacy of Ontario will be offering two sessions of our "**Cool Tools Rule**" workshop online on Centra in late September and early October 2011. Come and learn the basics about blogs, wikis, podcasting, Facebook, video sharing, Google applications, photo sharing, and social networking. Explore how these amazing tools can be used for learning, communication and stakeholder engagement in literacy agencies and beyond.

"**Cool Tools Rule**" is a two hour workshop that provides an overview of various social media technologies, shares samples of their use, and gives participants steps to getting started using these technologies.

"**Cool Tools Rule**" was developed by Joanne Kaattari. Joanne will facilitate this workshop alongside two other social media enthusiasts, Vicki Trottier from Community Literacy of Ontario and Monika Jankowska-Pacyna from AlphaPlus.



If you are a CLO member, please watch your inbox in mid-September for registration information.

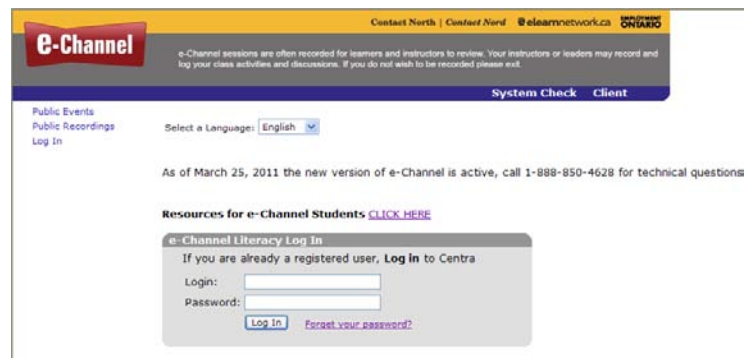
## RECORDED VERSION OF CLO'S ONLINE WORKSHOP ON PERFORMANCE MANAGEMENT

On May 25, 2011, Community Literacy of Ontario hosted *Are We There Yet?*, a three-hour performance management workshop. The workshop was offered to community-based Literacy and Basic Skills agencies online using Centra. *Are We There Yet?* was created and facilitated by Vicki Trottier who developed the workshop in response to requests by LBS agencies for more training on how to set priorities for the Continuous Improvement Performance Management System (CIPMS) process.

30 participants from LBS agencies across Ontario joined CLO for *Are We There Yet?* to explore and discuss data gathering and analysis and a five-step process for setting CIPMS priorities. Participants were provided with an electronic copy of a 60-page workbook that includes a number of useful charts and forms to help with data gathering and analysis, priority setting, action planning and monitoring of progress. A lot of information was covered in the three hours, and participants left with a useful and manageable process as well as some helpful tools.

CLO is a strong believer in knowledge transfer. Accordingly, *Are We There Yet?* was recorded and is freely available for anyone to access at any time.

To listen to the recorded session of our workshop, go to [www.e-channel-login.ca](http://www.e-channel-login.ca), and click on “Public Recordings” near the top left of the screen. Then click on “CLO’s Performance Management Workshop”. Next, click on “Playback” and follow all system prompts.



## CLO'S AGM 2011 AND OALCF TRAINING WORKSHOPS

Community Literacy of Ontario's 2011 Annual General Meeting will be held in *Toronto* on *November 8, 2011*. In addition to the AGM, literacy roundtables and networking opportunities, CLO will deliver a workshop on November 8<sup>th</sup> that explores using the OALCF for the development of tasks and activities for learners with independence goals.

In conjunction with its AGM, CLO will also be offering a one-day workshop to introduce practitioners to new tools and resources being developed to support the OALCF. This workshop will be offered twice, once on November 7 and once on November 9, 2011. Please watch your inboxes in early September for more details about CLO's AGM and the Fall OALCF Implementation Training.

## EMPLOYMENT ONTARIO NEWS AND INFORMATION

MTCU's Employment Ontario Partners Gateway (EOPG) website provides a wealth of information on the latest developments. See: [www.tcu.gov.on.ca/eng/eopg/newpostings](http://www.tcu.gov.on.ca/eng/eopg/newpostings)



Recent EOPG updates include:

- **Summer 2011 Update for LBS Delivery Agencies**  
Includes information on:
  - LBS Monitoring Tools
  - LBS-IMS Data Collection and Reporting
  - Learner Satisfaction Survey Results
  - [www.tcu.gov.on.ca/eng/eopg/publications/20110805\\_lbs\\_update.pdf](http://www.tcu.gov.on.ca/eng/eopg/publications/20110805_lbs_update.pdf)
  
- **August 2011: LBS Activity Reports for the Fiscal Year 2011/2012**
  - [Summary of Changes](#)
  - [Secure Portal Navigation](#)
  - [Download Instructions for the Agency Application](#)
  - [Submitting LBS Activity Reports](#)
  - [Monthly Activity Report Schedule for 2011-2012](#)
  
- **August 2011: LBS Service Delivery Organization Monitoring Package**
  - [LBS Service Delivery Organization Monitoring Package](#)
  - [2011-12 Literacy and Basic Skills Program Monitoring Report](#)

## CUSTOMER SERVICE RESOURCES PREPARED BY CLO

Be sure to carefully read the new *LBS Monitoring Report* because there are some key changes. For example, agencies are now required to have a *Customer Service Charter* that sets out your roles and responsibilities towards your customers. Community Literacy of Ontario has prepared some excellent resources related to customer service.

1. CLO's **Customer Service Quality Statements**.  
See: [www.nald.ca/clo/resource/customer\\_service\\_quality.pdf](http://www.nald.ca/clo/resource/customer_service_quality.pdf)
  
2. CLO's **Capacity Plus: Organizational Capacity Resource Guide for Ontario's Community Literacy Agencies** has an excellent chapter on customer service management.  
See: [www.nald.ca/clo/resource/capacity\\_plus\\_book\\_02.pdf](http://www.nald.ca/clo/resource/capacity_plus_book_02.pdf)
  
3. CLO's **Focus on Customer Service** newsletter.  
See: [www.nald.ca/clo/newslet/oct2010\\_customer\\_service.pdf](http://www.nald.ca/clo/newslet/oct2010_customer_service.pdf)

**CLO's Customer Service Quality Statements**

- 1 Our literacy agency fosters a culture of customer service.
- 2 Our literacy agency provides a learner-centred, quality learning environment.
- 3 Our literacy agency provides initial and ongoing support to learners.
- 4 Our agency honours the privacy of our customers.
- 5 Our literacy agency values respect, inclusion and accessibility.
- 6 Our literacy agency knows who its key customers are and actively solicits their feedback.
- 7 Our literacy agency seeks to regularly improve our customer service practices.
- 8 Our literacy agency has a formal customer complaint and resolution process.
- 9 Our literacy agency is actively involved in our community to ensure effective referrals and service coordination.
- 10 Our literacy agency has effective communication practices that reflect our commitment to excellent customer service.

The graphic includes several small photographs showing people interacting in a learning environment, such as a woman helping a man with a book, and a group of people sitting around a table.

## AFFORDABLE COMPUTERS FOR LEARNERS

RTech **OUTREACH** is a program providing affordable refurbished computers for low-income learners. The **OUTREACH** program is funded by The Trillium Foundation, and run by RCT, which is best known for its Computers for Schools program.

For more information, see: [www.rcto.ca/Program/RCTech\\_OUTREACH/default.aspx](http://www.rcto.ca/Program/RCTech_OUTREACH/default.aspx)

To apply for one of the RTech **OUTREACH** computers, applicants must:

- Be a resident of Ontario
- Meet Low-Income Cut-Off Standards (OW/ODSP/EI/OSAP Benefit Statement, Notice of Assessment from Revenue Canada, Letter from Caseworker that guarantees low-income)
- Be enrolled in a learning program (employment programs, ESL, literacy, public & post-secondary classes, and any classes or organizations that will write a letter to confirm enrolment of more than 1 day)

The computer packages cost \$60+ HST and include:

- Pentium 4 Computer with Software (Windows XP, Word, Excel & Outlook 2007)
- Monitor, keyboard and mouse

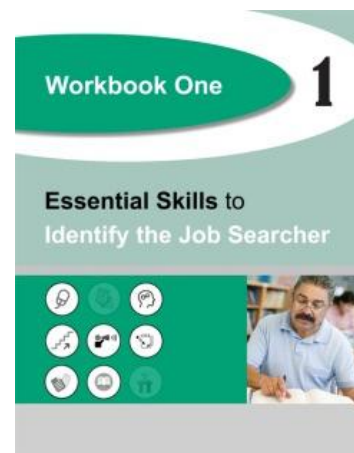
The second program is also available called RTech **CHARITIES**. This program allows charities or non-profit organizations to access free computers. See: [www.rcto.ca/Program/RCTech\\_CHARITIES/default.aspx](http://www.rcto.ca/Program/RCTech_CHARITIES/default.aspx)

## LLSC'S CONNECTING LITERACY AND EMPLOYMENT THROUGH ESSENTIAL SKILLS

Under its **Connecting Literacy and Employment through Essential Skills** project, Literacy Link South Central (LLSC) has developed a set of seven workbooks. These resources embed Essential Skill activities within employment readiness tasks. It is LLSC's hope that the workbooks will help people build employability skills and literacy/Essential Skills simultaneously.

The finished products are being distributed nation-wide. Not only is LLSC distributing free hard copies of the resources, but they are also hosting the workbooks through their website at [www.llsc.on.ca](http://www.llsc.on.ca). Look under "Literacy in the News" on the LLSC home page to find these resources.

At this site you will be able to download free copies of the workbooks or use them interactively online. This project was funded in part by the Government of Canada's Office of Literacy and Essential Skills.



## PTP'S WORKFORCE ESSENTIAL SKILLS ACROSS CANADA PROJECT

Can workforce essential skills programming work in your community? PTP Adult Learning and Employment Programs says "yes" and has the national research project to prove it.

Based in Toronto, PTP is one of Canada's largest non-profit, community-based literacy programs and it specializes in preparing people for the world of work. In this case, PTP worked closely with five communities across Canada to build meaningful, community-specific programs for individuals with low skill levels. Project staff offered training and support with the goal of developing, refining and sustaining high-quality essential skills programming for adult literacy learners that met local needs.

The WESCan (Workforce Essential Skills across Canada) project used the CAMERA (Communications and Math Employment Readiness Assessment) system as its foundation, combined with knowledge gained through years of research and analysis on effective ways to transition low-skilled adults to work. The project produced the [Workforce Essential Skills: Putting Literacy to Work](#) guide which is accessible at: [www.ptp.ca/wescan-workforce-essential-skills-across-canada/](http://www.ptp.ca/wescan-workforce-essential-skills-across-canada/)

Community partners were:

- FutureWorx Society in Truro, Nova Scotia
- The Saint John Learning Exchange in Saint John, New Brunswick
- Literacy Link Niagara in Thorold, Ontario
- Parkland College in Yorkton, Saskatchewan
- Tseshah First Nation in Port Alberni, British Columbia

Funding for WESCan was provided by the Office of Literacy and Essential Skills at Human Resources and Skills Development Canada.

## PEI LITERACY ALLIANCE'S ESSENTIAL SKILLS FOR FAMILY VACATIONS

The Prince Edward Island Literacy Alliance has produced a series of fun and thought-provoking ideas for using the Essential Skills while on summer holidays. To learn more, be sure to check out [Essential Skills for Family Vacations](#) at: [www.pei.literacy.ca/sites/default/files/ES%20for%20Family%20Vacations.pdf](http://www.pei.literacy.ca/sites/default/files/ES%20for%20Family%20Vacations.pdf)

## "DO NOTHING FOR TWO MINUTES" ONLINE CHALLENGE

To ensure some summer relaxing before the return of the busy autumn months, take the ["Do Nothing for Two Minutes"](#) online challenge. Can you just relax and watch the beautiful ocean scene, listen to the sound of waves and not touch your computer for two minutes?

Take the challenge at: [www.donothingfor2minutes.com/](http://www.donothingfor2minutes.com/)

