

COMMUNITY LITERACY OF ONTARIO MEMBERS' E-COMMUNIQUE DECEMBER 2011

Dear CLO Members,

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

Topics covered in this E-Communiqué are:

- [CLO's Sample Customer Complaint and Resolution Process](#)
- [Wired World Workshop](#)
- [CLO'S "Twelve Days of Christmas" Book Sale](#)
- [Our "Fireside Chat on Facebook"](#)
- [An Information and Referral Guide for Ontario's Online e-Channel Program](#)
- [Employment Ontario News and Information](#)
- [OLC's Menial No More Report](#)
- [December Holiday Treat](#)



CLO'S SAMPLE CUSTOMER COMPLAINT AND RESOLUTION PROCESS

Okay, so it is not quite December yet and you are still receiving CLO's December e-communiqué! That is because CLO had so many requests from member agencies for a sample [Customer Complaint and Resolution Process](#) that we created one ourselves and we wanted to share it with you as soon as possible. Consider it as an early gift to our wonderful members from your friends at CLO!

You will find it in [Appendix 1](#) of this e-communiqué.

WIRED WORLD WORKSHOP

CLO staffer Joanne Kaattari is thrilled to be presenting a workshop at the December CESBA conference called ["Wired World: Effective Technologies for Providing Online Staff Training"](#)

This workshop provides an overview of new learning technologies including blogs, e-books, online videos, podcasting, social networking, webinars, wikis and more. It is a wonderful chance to link with literacy colleagues in another sector and promote some of the great things happening in literacy!



CLO'S "TWELVE DAYS OF CHRISTMAS" BOOK SALE

Looking for a gift for that hard to buy person? Why not consider buying a book or two (or twelve!) from Community Literacy of Ontario's "*Twelve Days of Christmas*" book sale? Our tiny office is full- to-bursting so we are pleased to offer these books at the very low "P&P" rate (production plus postage).



But to peak your interest, here are some of CLO's "*Twelve Days of Christmas*" gifts you can give your true love (or an esteemed colleague!) through our amazing book sale. We've got lots of great gifts (but unfortunately, no partridges or pear trees!):

1. **A risk management policy**
2. **Two awesome webinars**
3. **Three literacy posters**
4. **Four marketing ideas**
5. **Five golden grants**
6. **Six partners linking**
7. **Seven spellers spelling**
8. **Eight adults learning**
9. **Nine tutors teaching**
10. **Ten board members governing**
11. **Eleven EDs presenting**
12. **Twelve volunteers helping**

Just click on this link to order: www.nald.ca/clo/communiqué/book_sale_dec11.pdf.

CLO'S "FIRESIDE CHAT ON FACEBOOK"

CLO's "*Instructor Week*" on Facebook was very successful (and a lot of fun besides), so now we are eager to try a new topic!

Would you like to learn and share about how Facebook and other social media tools can be effectively used in literacy programs to teach learners, promote your agency or interact with supporters?

If your answer is "yes", then come and join Community Literacy of Ontario for our very first "*Fireside Chat on Facebook*". This event will be hosted on CLO's Facebook page by literacy instructor and CLO board member, **Keith Harford**. Once again, we will be using Facebook's FORUM feature (a threaded discussion group).

Keith (with the support of Ollie Owl) will host several guests who will share their insights on effective uses of Facebook and other social media tools for learning, promotion and stakeholder engagement. We've picked the coldest part of the winter to host our first warm and toasty "Fireside Chat": **January 17 to 25, 2011**.

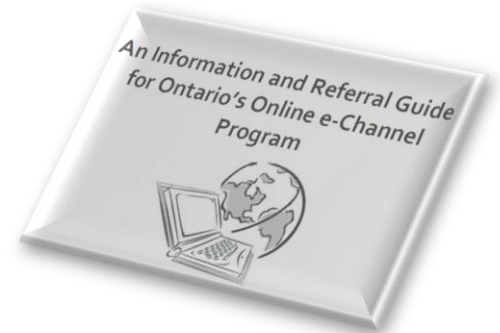
Come on over to: www.facebook.com/CommunityLiteracyOntario. We have invited Mark Zuckerberg himself to participate – though we can't guarantee he will attend!



AN INFORMATION AND REFERRAL GUIDE FOR ONTARIO'S ONLINE E-CHANNEL PROGRAM

We just received the online version of "*An Information and Referral Guide for Ontario's Online e-Channel Program*". This helpful guide was produced by the Avon Maitland District School Board in conjunction with all the e-Channel leads and MTCU. It contains information on topics such as:

- Background and overview of e-Channel
- Funded e-Channel Service Delivery
- Glossary of Terms and Definitions
- E-Channel Delivery Organization Information & Referral Chart
- E-Channel Referral Protocol
- Frequently Asked Questions
- E-Channel Technology and Training Resources



To access a copy of this guide to navigating e-Channel click here:

www.learninghub.ca/Files/PDF-files/eChannelInformationandReferralGuideE.pdf

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

**EMPLOYMENT
ONTARIO**
Ontario's employment & training network

Recent news from the Ministry of Training, Colleges and Universities includes:

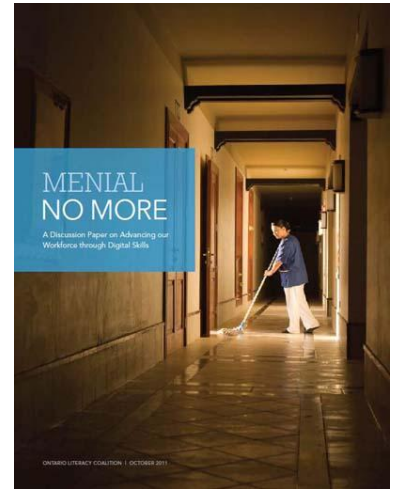
- *Literacy and Basic Skills Service Provider Guidelines (effective April, 2012)*
 - www.tcu.gov.on.ca/eng/eopg/publications/20111109_lbs_guidelines_2011.pdf
- *Business Planning for LBS Service Providers*
 - www.tcu.gov.on.ca/eng/eopg/publications/20111116_lbs_bp_update.pdf
- *2012-2013 LBS Service Provide Site Business Plan Instructions*
 - www.tcu.gov.on.ca/eng/eopg/publications/2012-2013_lbs_service_delivery_site_bp_instructions.pdf
- *2012-2013 LBS Service Provider Site Business Plan Template*
 - http://www.tcu.gov.on.ca/eng/eopg/publications/2012-2013_lbs_service_delivery_site_bp_template.pdf

OLC'S MENIAL NO MORE REPORT

The Ontario Literacy Coalition recently released "*Menial No More: A Discussion Paper on Advancing our Workforce through Digital Skills*".

"*Menial No More*" suggests that as a result of emerging technology, consumer expectations and increased global competition, jobs often perceived as 'low-skilled' or 'entry-level' need new kinds of skills - and that Ontario's economy may depend on our ability to train current and future workers in these types of position. The paper proposes that in order for the current labour market to thrive, radical steps must be taken to enhance the skills of workers in these positions.

To download a copy of "*Menial No More*" visit:
www.on.literacy.ca/whatwedo/lfw/menial_no_more



DECEMBER HOLIDAY TREAT

As if getting a sample Customer Services Complaint and Resolution policy wasn't enough, CLO always shares a delicious seasonal recipe in our December e-communiqué. Since this is our earliest December e-communiqué EVER, I am very pleased that the timing finally worked out for me to share a recipe in honour of Finnish Independence Day on December 6th!

Finnish Luumutortut (Finnish Prune Tarts)

- 1 package of puff pastry sheets
- 2/3 cup of homemade prune marmalade
- 1/4 cup of icing sugar
- 2 eggs



Thaw pastry sheets at room temperature and cut them in half (approximately 2.5 inch squares). Split each corner from the top to within 1 inch of the center. Put a teaspoonful of delicious prune marmalade into each center.

Fold one half of each corner to the center to form a star. Twist together. Place the tarts on greased baking tray. Brush with beaten egg and bake at 475 degrees Fahrenheit for approximately 8 – 10 minutes, until they turn a nice golden brown. When cool, sprinkle the tarts with icing sugar.

Joanne Kaattari

(p.s. email me if you also want my top-secret "*Whitefish cooked right in the SAUNA STOVE*" recipe!)

APPENDIX 1

Community Literacy of Ontario's Customer Complaint and Resolution Process

The Board of Directors and staff of Community Literacy of Ontario are committed to providing quality service to its members, stakeholders, learners and clients. We seek to work in an open and accountable way that builds trust and mutual respect. We continue to improve our services by listening and responding to the views of our members, stakeholders and learners and clients. We value the input of our customers. This includes both complaints and compliments.

CLO's Customer Complaint and Resolution Process

Community Literacy of Ontario's *Customer Complaint and Resolution Process* will follow these steps:

1. Our *Customer Complaint and Resolution Process* will be openly posted in a public place in our office and complaint forms will be available upon request via e-mail or in print copy.
2. Customer complaints must be submitted in writing either in person or via email, fax, or mail. Written complaints should include date of complaint and description or nature of issue.
3. Complaints will be submitted to CLO's Office Administrator. Our Office Administrator will log all complaints and all follow-up activities in a *Customer Complaint Log*. This log will include the nature of the complaint and the date of submission.
4. To ensure confidentiality, our *Customer Complaint Log* will be stored in a locked filing cabinet that is accessed only by the Co-Executive Directors and the Office Administrator.
5. CLO's Office Administrator will acknowledge all complaints within three business days from date of submission.
6. CLO's Co-Executive Directors or designate will follow up and try to resolve all complaints within seven business days from the date the written complaints is received. CLO's Co-Executive Directors or designate will review and discuss the complaint to try to reach resolution with the complaint.

7. CLO's Co-Executive Directors or designate will follow up again with the complainant 14 business days after the original complaint was made to assess complainant satisfaction with how we resolved the issue.
8. If the complainant is still not satisfied with the response from CLO's staff to their complaint, they may submit a written appeal to our Office Administrator, which will be sent to the Executive Committee of the Board of Directors of Community Literacy of Ontario. The Executive Committee will respond in writing to the complainant within 10 business days after the written appeal is submitted. The decision of the Executive Committee will be final.
9. Information in *Customer Complaint Log* will remain on file for one year. After this time, all records will be destroyed to ensure confidentiality of the customer.
10. In order to continually improve our services, CLO's Board of Directors will review annually an anonymous summary of all complaints received in order and adjust policy and operations as required.

Compliments

We love compliments! Community Literacy of Ontario would greatly value knowing when you have been impressed or pleased with our services.

Please tell us about your positive experiences via email, fax, telephone or mail. We will use these compliments to further improve our services and increase the morale of our staff and volunteers.