

## COMMUNITY LITERACY OF ONTARIO MEMBERS' E-COMMUNIQUE DECEMBER 2010

Dear CLO Members,

Community Literacy of Ontario is pleased to present its **DECEMBER 2010 Members' E-Communique**. Topics covered in this E-Communique are:

1. CLO's Customer Service Quality Statements
2. [Link to the Online, Recorded Version of CLO's Ontario Adult Literacy Curriculum Framework Overview Training](#) on Centra
3. First Days Guide: A Newcomer's Guide to their First Two Weeks in Ontario
4. Free Webinar for CLO Members Only: *The Top Ten Compliance Issues for Charities*
5. Literacy Funding – in the News
6. Celebrating Three Ontario Literacy Champions!
7. OLC's "Spotlight on Learning: Becoming Agents of Change" Conference
8. LBS Evaluation Survey
9. Holiday Punch

### CLO'S CUSTOMER SERVICE QUALITY STATEMENTS

During our Capacity Plus project, CLO conducted extensive research into customer service issues and practices. This research confirmed that community literacy agencies across Ontario are deeply committed to excellence in customer service. In fact, literacy agencies excel at it!

However, during the research phase, CLO heard repeatedly from literacy practitioners that while they know how to deliver **effective customer service**, **they don't have a way to clearly track and showcase their practices**. Many literacy practitioners also told us that they want to be more deliberate and focused about delivering good customer service.

To help our member agencies track and showcase their excellent work in customer service, Community Literacy of Ontario has created *Customer Service Quality Statements*.

We hope that CLO's quality statements will help agencies to showcase the commitment to customer service that is **inherent in Ontario's community literacy agencies**, and that they will also give our members a tool to track and clearly demonstrate the excellent work that they do in communities large and small across Ontario.

You can access CLO's *Customer Service Quality Statements* online at:  
[www.nald.ca/clo/resource/customer\\_service\\_quality.pdf](http://www.nald.ca/clo/resource/customer_service_quality.pdf)

For further information on customer service in Ontario's literacy agencies **be sure to read CLO's Customer Service** chapter in our "*Capacity Plus*" resource guide. You can access this excellent resource online at: [www.nald.ca/clo/resource/capacity\\_plus\\_book\\_02.pdf](http://www.nald.ca/clo/resource/capacity_plus_book_02.pdf)



## **LINK TO THE ONLINE, RECORDED VERSION OF CLO'S ONTARIO ADULT LITERACY CURRICULUM FRAMEWORK OVERVIEW TRAINING ON CENTRA**

The Ontario Adult Literacy Curriculum Framework (OALCF) Overview training sessions were delivered to literacy practitioners across Ontario on a variety of dates and locations in fall 2010 by their sectoral and stream networks.

The Overview training introduces practitioners to the key concepts and features of the Ontario Adult Literacy Curriculum Framework. The Overview training is a foundational piece to the OALCF Implementation training that will take place in the spring of 2011.

In order to increase accessibility for practitioners from community-based literacy agencies, CLO held three OALCF Overview training sessions using a combination of methods:

1. Face-to-face training was delivered in Toronto on November 10, 2010
2. An online training session was held on Centra on November 17, 2010
3. A second online training session was held on Centra on November 25, 2010

To further increase access, CLO also created a recorded online version of the Overview training on Centra which is available via Contact North. This recorded version of the training is freely accessible to any LBS agency.

Please follow these instructions to access this valuable online training opportunity:

1. Go to [www.e-channel-login.ca](http://www.e-channel-login.ca)
2. Click on "public recordings" at the top left of the page
3. Then, click on the *Ontario Adult Literacy Curriculum Framework Overview Training* from the list of recorded workshops
4. Click on "playback"
5. Enter your e-mail address where requested
6. If you **are a current user** of Centra, the system will then prompt you to enter your password
7. If you **are not a current user** of Centra, the system will prompt you to enter your first and last name. Then you will need to install Centra onto your computer. For LBS agencies use and installation of Centra is free and poses no risk to your computer. Installation is automatic; merely follow all system prompts.
8. Click on "playback" to listen to the workshop

CLO hopes that you find this workshop to be a valuable learning experience! For more information on the OALCF, visit: [www.nald.ca/clo/oalc.htm](http://www.nald.ca/clo/oalc.htm)

## **FIRST DAYS GUIDE: A NEWCOMER'S GUIDE TO THEIR FIRST TWO WEEKS IN ONTARIO**

The *"First Days Guide"* has useful information for a newcomers first two weeks in Ontario. Topics covered include: arriving in Ontario; housing; health; employment; education, legal services; and immigration and citizenship.

The *"First Days Guide"* was written by [www.Settlement.Org](http://www.Settlement.Org) staff. The guide is available in more than 20 languages. Click here to access this valuable resource: [www.settlement.org/site/FIRSTDAYS/home.asp](http://www.settlement.org/site/FIRSTDAYS/home.asp)

## FREE WEBINAR FOR CLO MEMBERS ONLY: THE TOP TEN COMPLIANCE ISSUES FOR CHARITIES

As an added membership bonus for CLO members in 2011, we are pleased to announce that CLO will be offering a free webinar to our members on January 26, 2011 on "*The Top Ten Compliance Issues for Charities*" and "*The Dos and Don'ts of Charitable Receipting*".

These practical workshops have been created by the Ontario Community Support Association's *Charity Law Information Program*, are facilitated by charity lawyer Mark Blumberg, and have been funded by the Canada Revenue Agency.

Here are just a few of the topics Mark will cover:

- When is your charity allowed to issue official donation receipts and for how much?
- What is a gift?
- How do you determine "fair market value" for gifts-in-kind?
- What are the top receipting mistakes and abuses and how do you avoid them?
- Can computer and email generated receipts be used?
- What are CRA's top receipting concerns?
- What are the issues and consequences that can arise from improper receipting?

Date: Wednesday, January 26, 2011

Time: 10:00 a.m. – 11:30 a.m.

Cost: **Free** (for CLO members only)

CLO members, please watch your inbox in early January for registration forms.

## LITERACY FUNDING – IN THE NEWS

Here are some recent news articles from December 2010, involving community-based literacy agencies and funding issues.

- "*Ontario seeks stimulus funding top-up for skills training*" (Toronto Star, December 8, 2010): [www.parentcentral.ca/parent/education/article/903874--ontario-seeks-stimulus-funding-top-up-for-skills-training](http://www.parentcentral.ca/parent/education/article/903874--ontario-seeks-stimulus-funding-top-up-for-skills-training)
- "*Literacy funding cuts should be reconsidered*" (Cornwall Standard Freeholder, December 8, 2010): [www.standard-freeholder.com/ArticleDisplay.aspx?e=2880085](http://www.standard-freeholder.com/ArticleDisplay.aspx?e=2880085)
- "*Program faces precarious future*" (Kingston Whig Standard, December 8, 2010) [www.thewhig.com/ArticleDisplay.aspx?e=2873838](http://www.thewhig.com/ArticleDisplay.aspx?e=2873838)



Should an article about your literacy agency appear in the news, please send us the link!

## CELEBRATING THREE ONTARIO LITERACY CHAMPIONS!

Community Literacy of Ontario is pleased to congratulate three amazing literacy champions!

- **Carynne Arnold**, Executive Director of Kingston Literacy and long-time CLO board member, was awarded the **Frances Lever Memorial Award for 2010**. This award was set up by the Ontario Literacy Coalition in honour of Frances Lever who personified tireless dedication to literacy. See: [www.on.literacy.ca/whoweare/flma](http://www.on.literacy.ca/whoweare/flma)
- **Tim Nicholls Harrison**, Manager of the Adult Learning Centres Grey-Bruce-Georgian, was awarded the **2010 Canada Post Community Literacy Award** under the category of Educator. This award honours educators who have made an important contribution to literacy. See: [www.canadapost.ca/cpo/mc/aboutus/news/pr/2010/2010\\_sept\\_literacywinners.jsf](http://www.canadapost.ca/cpo/mc/aboutus/news/pr/2010/2010_sept_literacywinners.jsf)
- **Leah Morris**, Executive Director of the Adult Basic Education Association in Hamilton, was awarded the **Ontario 2010 Council of the Federation Literacy Award**. The Premiers of Canada's provinces and territories created this award in order to bring recognition to outstanding achievement, innovative practice and excellence in literacy. See: [www.edu.gov.on.ca/eng/training/literacy/literacy\\_award.html](http://www.edu.gov.on.ca/eng/training/literacy/literacy_award.html)



## OLC'S "SPOTLIGHT ON LEARNING: BECOMING AGENTS OF CHANGE" CONFERENCE

CLO staff and several board members were pleased to attend the Ontario Literacy Coalition's October 2010 "*Spotlight on Learning: Becoming Agents of Change*" conference.

The conference was attended by literacy practitioners from Ontario and it was a pleasure to also meet literacy practitioners from Nova Scotia, New Brunswick, Prince Edward Island, Nova Scotia, Quebec and Newfoundland and Labrador.

OLC has incorporated many of the workshop slides, and videos on keynote speakers into its conference website which you can access at: [www.on.literacy.ca/spotlightonlearning](http://www.on.literacy.ca/spotlightonlearning).

- Workshops slides are available here: [www.on.literacy.ca/spotlightonlearning/workshops](http://www.on.literacy.ca/spotlightonlearning/workshops)
- Keynote speakers can be accessed at this link: [www.on.literacy.ca/spotlightonlearning/speakers](http://www.on.literacy.ca/spotlightonlearning/speakers)
- Slides and the video from "An evening with Dr. Rick Miner" are located here: [www.on.literacy.ca/spotlightonlearning/rickminer](http://www.on.literacy.ca/spotlightonlearning/rickminer)

Come and share in the learning and be "an agent of change"!

## LBS EVALUATION SURVEY

MTCU is conducting an evaluation of the Literacy and Basic Skills Program. The Ministry has hired Deloitte & Touche to undertake the evaluation, which includes the LBS Delivery Agency Survey. LBS agencies will have already received information about the LBS evaluation survey from other sources. However, we want to make sure everyone has this information.

Please click on the following link to access the LBS evaluation survey:  
[https://surveys.deloitte.ca/checkbox/LBS\\_agencysitesurvey.aspx](https://surveys.deloitte.ca/checkbox/LBS_agencysitesurvey.aspx)

This survey will be open for input from December 9, 2010 to January 7, 2011. If you have questions about the survey, please contact Salima Ebrahim at [saebrahim@deloitte.ca](mailto:saebrahim@deloitte.ca) or 416-867-8157 or Laura Adams at [laadams@deloitte.ca](mailto:laadams@deloitte.ca) or 416-643-8437.

It is important for literacy agencies to participate in the survey and evaluation process because MTCU will be using the evaluation process for a variety of important functions, including strengthening and improving the overall performance and outcomes of the LBS program and informing the prospective design and funding of the LBS program. Be sure to regularly visit [www.eopg.com](http://www.eopg.com) to access updated information from MTCU on LBS program evaluation.

## HOLIDAY PUNCH

We hope that the holidays bring all the hard working and wonderful literacy practitioners and volunteers the chance to relax and enjoy the season! On the topic of relaxation, CLO staff are pleased to share a recipe for a delicious holiday punch.

**We wish you each and everyone a very joyful holiday season!**

### ***Holiday Punch – Ingredients***

- 2 1/2 cups white sugar
- 6 cups water
- 2 (3 ounce) packages strawberry flavored gelatin mix
- 1 (46 fluid ounce) can pineapple juice
- 2/3 cup lemon juice
- 1 quart orange juice
- 2 (2 liter) bottles lemon-lime flavored carbonated beverage

### ***Directions***

1. In a large saucepan, combine sugar, water, and strawberry flavored gelatin. Boil for 3 minutes. Stir in pineapple juice, lemon juice, and orange juice. Divide mixture in half, and freeze in 2 separate containers.
2. When ready to serve, place the frozen contents of one container in a punch bowl, and stir in 1 bottle of lemon-lime soda until slushy.

