

COMMUNITY LITERACY OF ONTARIO
MEMBERS' E-COMMUNIQUE
MAY 2010

Dear CLO Members,

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

1. [CLO's Sample Preventing Workplace Violence and Harassment Policy](#)
2. [Learner Resource: WebWise – BBC's Free Online Course on How to Use The Internet](#)
3. [Learner Resource: Online Training Modules – Carpentry And Food Services](#)
4. [Call For Proposals From Kingston Literacy + Skills – A Funding Opportunity to Provide Family Literacy in Your Program](#)
5. [Online Promotional Video for Employers: "Literacy in Ontario: The Bottom Line Impact"](#)
6. [Employment Ontario News and Information](#)
7. [Ontario Native Literacy Coalition's Learning Materials Framework for the Ontario Adult Literacy Curriculum – Practitioner Input Needed](#)
8. [Metro Toronto Movement for Literacy's "Connecting Pathways For Adult Education"](#)
9. [OLC's Frances Lever Memorial Award](#)
10. [Fundraising Resource: How-To Kit for Scattergories](#)

CLO'S SAMPLE PREVENTING WORKPLACE VIOLENCE AND HARASSMENT POLICY

The Government of Ontario passed Bill 168, the *Occupational Health and Safety Amendment Act (Violence and Harassment in the Workplace)* on Dec. 15, 2009. This Bill comes into force on **June 15, 2010**. It requires employers with five or more employees to assess the risk for workplace violence and harassment; develop and implement appropriate policies to protect employees; and create a process for reporting and responding to incidents of violence and harassment.

Accordingly, to meet the requirements of Bill 168, to protect our staff and volunteers, and to provide a sample for our member agencies, some of whom will also need to develop and implement such a policy, Community Literacy of Ontario has created a draft "*Preventing Workplace Violence and Harassment*" policy, which is including in Appendix 1 at the end of this e-communiqué.

You can also learn about this bill and access useful information on the Ministry of Labour website at www.labour.gov.on.ca/english/hs/pubs/index.php#workplaceviolence. As well, here is the link to a helpful toolkit on workplace violence: www.labour.gov.on.ca/english/hs/pdf/wvps_toolbox.pdf

We hope that our sample policy and this information on workforce violence is helpful to our members.

LEARNER RESOURCE: WEBWISE – BBC’S FREE ONLINE COURSE ON HOW TO USE THE INTERNET

The BBC has created a free, user-friendly, self-study online course called "*WebWise*". This step-by-step course helps people learn how to use the Internet and would be useful with adults learners.

WebWise has 10 online modules: Welcome to the Internet, Connecting, Browser, Browser Plus, Forms, Searching, E-mail, E-mail Plus, Safety, and Communities. WebWise can be found at: www.bbc.co.uk/webwise/course/

LEARNER RESOURCE: ONLINE TRAINING MODULES: CARPENTRY AND FOOD SERVICES

Memorial University (Newfoundland), in partnership with the Stella Burry Community Services Workplace Literacy Project, has created two online, self-study resources for adult literacy learners on the topics of carpentry and food services. These modules are offered in a combined audio-visual and print based format and are extremely well done.

The carpentry module has five sections: introduction to carpentry, safety, types of lumber, tools, and measurement. The food services module has 10 sections: introduction, safety, personal hygiene, sanitation, food hygiene, measurement, tools, basic skills, ingredients and customer service.

These modules are free and can be accessed at: www.distance.mun.ca/media/files/burry/

CALL FOR PROPOSALS FROM KINGSTON LITERACY + SKILLS – A FUNDING OPPORTUNITY TO PROVIDE FAMILY LITERACY IN YOUR PROGRAM

Kingston Literacy + Skills (KL+S) offers a wonderful opportunity this fall for selected LBS programs to pilot a funded family literacy curriculum as part of an OLES project called *Building Family Literacy and Essential Skills: Foundation for Social Inclusion*.

The Call for Proposals from KL+S to participate in this initiative will be posted in mid June 2010. If your program has considered providing family literacy programming in the past but has decided against it due to lack of funding, this is a great chance to try an integrated Essential Skills and family literacy curriculum.

For more information, check out the Centre for Family Literacy Expertise website at www.familyliteracyexpertise.org. There **you'll find**:

- Family Literacy Reflections Spring 2010, Volume 7: *Making the Case for Family Literacy Research*
- Call for Proposals – A Funding Opportunity to Provide Family Literacy in Your Program (available in mid June)

ONLINE PROMOTIONAL VIDEO FOR EMPLOYERS: "LITERACY IN ONTARIO: THE BOTTOM LINE IMPACT"

The Local Boards Network, in partnership with Literacy Link Niagara, LLEO Essential Skills Training, Niagara Workforce Planning Board and Employment Ontario, has created a helpful four-minute online video called "*Literacy in Ontario: The Bottom Line Impact*".

This video has been designed to promote adult literacy to employers across Ontario. Check it out at: www.youtube.com/watch?v=rs9eoC-MEFl

EMPLOYMENT ONTARIO NEWS AND INFORMATION

MTCU's Employment Ontario Partners Gateway (EOPG) website provides a wealth of information on the latest developments.

- Here is a link to "Frequently Asked Questions" about MTCU's Employment Ontario Information System (EOIS): www.tcu.gov.on.ca/eng/eopg/publications/eois_faq.pdf
- To learn more about the transformation and implementation of Employment Services under Employment Ontario check out MTCU's "Questions and Answers" at: www.tcu.gov.on.ca/eng/eopg/publications/esi_qa.pdf
- The agenda and background materials of MTCU's Service Delivery Advisory Group (SDAG) from the April 30, 2010 meeting are available online at: www.tcu.gov.on.ca/eng/eopg/stakeholder/sdag.html
- Check out all the latest news and information about Employment Ontario by clicking on "New Postings" at: www.tcu.gov.on.ca/eng/eopg/newpostings/

ONTARIO NATIVE LITERACY COALITION'S LEARNING MATERIALS FRAMEWORK FOR THE ONTARIO ADULT LITERACY CURRICULUM PRACTITIONER INPUT NEEDED

The next phase of the development of the Ontario Adult Literacy Curriculum (OALC) is in progress, and the Ontario Native Literacy Coalition is asking for your help. The ONLC is leading the Learning Materials Framework Strategy, working towards the development of a learning resources evaluation tool to help practitioners align current and future materials to the OALC.

During the OALC piloting process, many of you said that you wanted to keep using tried and true **learning materials**. So now we're asking you to tell us about those trusted resources so we can reference them as we develop the framework.

Follow the supplied link www.surveymonkey.com/s/P57H9K6 and answer the questions provided. Thank you in advance for your willingness to share and contribute to this valuable field-work project!

METRO TORONTO MOVEMENT FOR LITERACY'S "CONNECTING PATHWAYS FOR ADULT EDUCATION LEARNERS"

Metro Toronto Movement for Literacy (MTML) (www.mtml.ca/) has produced an informative resource called "*Connecting Pathways for Adult Education Learners*".

This resource reports on an innovative project conducted by MTML. The Metro Toronto Movement for Literacy was funded to conduct research on a partnership pilot project, the objective of which was to investigate "partnerships that maximize existing resources and support collaboration to strengthen the delivery of adult education programs and services at the local community level".

To access this helpful resource on partnerships, please see:

www.mtml.ca/sites/default/files/ConnectingPathwaysExecutiveSummary.pdf

OLC'S FRANCES LEVER MEMORIAL AWARD

The Ontario Literacy Coalition is now accepting nominations for the 2010 [Frances Lever Memorial Award](#). The Award was set up by the OLC in 1997 in honour of Frances Lever, who personified tireless dedication to literacy and learning. **The deadline for nominations is June 21st, 2010.**

Nominate someone in adult literacy who, like Frances Lever:

- shows tireless dedication and commitment to literacy learning
- is a quiet, effective leader
- always does more than needed to get their job done

You can access the nomination form and more information at: www.on.literacy.ca/whoweare/flma

FUNDRAISING RESOURCE: HOW-TO KIT FOR SCATTERGORIES

To support your fundraising efforts, the Literacy Council of the Northwest Territories has created a "*How-to Kit for Scattergories*". Topics include: Introduction to Scattergories, How to play, Promotional poster, Invitations, Answer sheets, and questions sheets.

You can download this practical resource for free at:

www.nald.ca/library/learning/howtokit/scatter/howto.pdf

APPENDIX 1



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Community Literacy of Ontario's DRAFT "Preventing Workplace Violence and Harassment" Policy

May 26, 2010

Context

The Government of Ontario passed Bill 168, the *Occupational Health and Safety Amendment Act (Violence and Harassment in the Workplace)* on Dec. 15, 2009. This Bill comes into force on **June 15, 2010**. It requires employers with five or more employees to assess the risk for workplace violence and harassment; develop and implement appropriate policies to protect employees; and create a process for reporting and responding to incidents of violence and harassment. Accordingly, to meet the requirements of Bill 168, to protect our staff and volunteers, and to provide a sample for our member agencies, Community Literacy of Ontario has created this draft "*Preventing Workplace Violence and Harassment*" policy.

CLO's Policy

- 1) Community Literacy of Ontario (CLO) promotes a violence and harassment-free workplace where people respect one another and work cooperatively to achieve common goals. Acts of violence and harassment destroy individual dignity, lower morale, engender fear, and break down work cohesiveness. Abuse in any form erodes the mutual trust and confidence that are **essential to CLO's operational effectiveness**. CLO is committed to providing a work environment that is free from violence, threats, harassment or bullying to:
 - Paid staff
 - Volunteers
 - Clients who use our services
- 2) CLO views violence and harassment in the workplace as unacceptable from anyone. No staff member, volunteer or any other individual associated with CLO shall subject any other person to workplace violence, harassment, bullying, abuse of power, or allow or create conditions that support workplace violence. All CLO staff and volunteers are encouraged to raise any concerns about workplace violence and harassment and to report any incidents or threats of violence or harassment. We will work together to prevent workplace violence.
- 3) CLO will conduct an assessment of potential risks for workplace violence and harassment in consultation with staff and board members in order to reduce the risk of violence and harassment.
- 4) Based on this assessment, CLO will then develop appropriate procedures to ensure that safety measures and violence prevention procedures are put in place to reduce any identified risks and lessen the likelihood of workplace violence and harassment.

- 5) CLO will offer information and training to its staff and volunteers on violence and harassment prevention
- 6) CLO will establish a process for staff and volunteers who are subjected to acts of workplace violence, harassment or bullying to report and pursue a complaint.
- 7) CLO commits to investigating and dealing with all incidents and complaints of workplace violence and harassment in a fair and timely manner, respecting the privacy of all concerned as much as possible.
- 8) CLO considers violence and harassment to be serious offenses. A staff member or volunteer who subjects another staff member, volunteer, or client of CLO to workplace violence, harassment, bullying or abuse of power may be subject to disciplinary action, up to and including dismissal, depending upon the nature of the incident
- 9) RESPONSIBILITY
 - All CLO staff, board members and volunteers are responsible for:
 - i) Acting respectfully towards other individuals while at work and participating in any agency-related activity.
 - ii) Ensuring their own immediate physical safety in the event of workplace violence.
 - iii) Informing the police, Co-Executive Directors, or Chair of the CLO Board as appropriate, of any violence, potential risk of violence, or unacceptable behaviour they may experience or witness. This includes issues in the staff **member's** or **volunteer's non-work** life that may impact on safety in the workplace.
 - iv) Attending any training or information sessions provided by CLO to reduce violence or risks of violence.
 - v) Reporting to the Co-Executive Directors, or Chair of the CLO Board as appropriate any incidents of violence or harassment.
 - vi) Reporting any criminal behaviour to appropriate police or labour board.
 - vii) Cooperating with the police, the Co-Executive Directors, Chair of the CLO Board or other authorities as required during any investigation related to workplace violence.
 - In addition to the above, **CLO's** Co-Executive Directors and the CLO Board of Directors are also responsible for:
 - i) Assessing the risk of violence and harassment that could affect the dignity, psychological and physical well-being of staff, volunteers and clients in their various activities, and minimizing those risks where necessary.
 - ii) Ensuring that all CLO staff and volunteers are aware of this policy.
 - iii) Ensuring staff and volunteers are trained in procedures and policies developed to minimize the risk of violence and harassment.
 - iv) Ensuring appropriate medical care is provided for anyone involved in an incident and for securing the safety of staff and volunteers.
 - v) Investigating and responding to close calls, incidents and complaints of workplace violence, harassment and bullying.
 - vi) Tracking and reporting incidents of violence and harassment.
- 10) All CLO staff, volunteers and clients must comply with this policy **and conform to CLO's non-violence principles and standards**
- 11) All CLO staff and volunteers are to be informed of this policy when they begin their involvement with CLO and on an annual basis after that.
- 12) This policy is to be posted in the workplace in a prominent location.
- 13) This policy is to be reviewed at least annually.

CLO's Definitions

For the purposes of this policy:

- **Workplace** refers to any CLO premises or other locations where CLO staff and volunteers are engaging in CLO business, activities, or social events.
- **Violence** is the exercise of physical force by a person against staff or volunteers that causes or could cause physical injury. It also includes attempts to exercise physical force against staff or volunteers that could cause physical injury and statements or behaviour that staff or volunteers could reasonably interpret as a threat to exercise physical force that could cause physical injury. Acts of violence may occur as a single event or may involve a continuing series of incidents.

Examples of Workplace Violence include but are not limited to:

- Threatening behaviour such as shaking fists, destroying property or throwing objects
- Verbal or written threats that express an intent to inflict harm
- Physical attacks
- Any other act that would arouse fear in a reasonable person in the circumstances
- Partner violence that may occur on our property

- **Harassment** is engaging in a course of vexatious (causing someone to feel annoyed, irritated or embarrassed) comment or conduct against staff or volunteers in the workplace that is known or ought reasonably to be known to be unwelcome.

Examples of harassment include, but are not limited to:

- Threats made or perceived, that are malicious, vexatious or based on any of the prohibited grounds under Human Rights legislation
- Derogatory written or verbal communication or gestures (e.g. name-calling, slurs, taunting pictures or posters, bullying, graffiti), that are malicious, vexatious or that relate to any of the prohibited grounds under Human Rights legislation
- Use of stereotypes or generalizations based on any of the prohibited grounds under the legislation
- Conduct or comments intended to create, or having the effect of, creating an intimidating, hostile or offensive environment

- **Sexual harassment** means any unwelcome conduct, comment, gesture or contact of a sexual nature, whether on a one-time basis or in a continuous series of incidents that:
 - Might reasonably be expected to cause offence, embarrassment or humiliation
 - Might reasonably be expected to be perceived as placing a condition of a sexual nature on employment, services, or on any opportunity for training or advancement.

Examples of sexual harassment include, but are not limited to:

- Remarks, jokes, innuendoes or other comments regarding someone's body, appearance, physical or sexual characteristics or clothing
- Displaying of sexually offensive or derogatory pictures, cartoons or other material
- Persistent unwelcome or uninvited invitations or requests
- Unwelcome questions or sharing of information regarding a person's sexuality, sexual activity or sexual orientation

- **Bullying** is offensive, cruel, intimidating, insulting or humiliating behaviour, which includes physical violence or the threat of physical violence. It can be physical or verbal, direct or indirect such as gossip. Bullying is considered harassment in general, unless there is physical contact or a threat of violence, where it is considered violence.
- **Abuse of power** happens whenever a staff/volunteer abuses or misuses his/her power and discretion for personal benefit, or in benefit of another person.