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# Annual Report

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Community Literacy  
of Ontario

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2009-2010

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## REPORT FROM THE CHAIR - 2009-2010

First, I would like to say what a great privilege it has been taking on the role of Chair of **CLO's Board of Directors**. It was only a few years ago, when I first became Executive Director of PTP, that I turned to CLO for help. I will never forget attending my first CLO AGM and meeting Joanne Kaattari. She was standing at a table with a variety of CLO resources in front of her. I expressed my concern over my lack of knowledge about organizational policies and procedures. Joanne smiled warmly and handed me two large resources that CLO had developed: *A Guide for the Development of Policies and Procedures in Ontario's Community Literacy Agencies Volumes I and II*. She said "*here, just take them – I hope they help*". And they did – **enormously**. **My relationship with CLO began that day and I've never looked back!**

Since that day, I have been extremely grateful for the work that CLO staff carries out on behalf of community based literacy in Ontario. The range of work is impressive – from conducting research and developing critical resources, to training, advocacy, and government relations. Whatever work they embrace, it is done with outstanding quality and professionalism.

**On behalf of the Board of Directors, I would like to extend a sincere thank you to CLO's staff** Joanne Kaattari, Jette Cosburn, and Joan Beaudry, for their exceptional work and continued commitment to CLO and the communities it represents. The **work carried out by CLO's** project staff is also much appreciated. Thank you to all who contributed over the past year. We are fortunate to have such a talented team supporting community literacy agencies across the province.

I would also like to extend a very big thank you to the Directors who serve with me on the Board of CLO. They are a knowledgeable, supportive and dedicated group of individuals from whom I have learned a great deal over the past four years. Thank you for your time and effort in overseeing the work of this organization. Your volunteer work is much appreciated.

In closing, I think it is important to mention the challenge we face in the year ahead as we work toward ensuring community based literacy agencies continue to receive the level of funding granted for the past two years as a result of the Labour Market Agreement. For this increased funding in 2009-10, **we thank the Federal Government and Ontario's Ministry of Training, Colleges and Universities**. However, there is no certainty that the current level of funding will remain. It is critical that we work together to raise awareness of this funding issue. Sustained funding is absolutely essential if we are to continue delivering literacy programming at our current capacity and successfully helping adults build their literacy and essential skills en route to independence, further education, training or employment.

*Barbara McFater*

Chair, Board of Directors of Community Literacy of Ontario



# Annual Report – 2009/2010

## Who We Are

Community Literacy of Ontario (CLO) is a provincial literacy network of 100 community-based literacy agencies across Ontario. CLO was founded in 1994 and our office is located in Barrie, Ontario.

**We provide many services to Ontario's** community literacy agencies such as: sharing information via e-communiqués and newsletters, producing exemplary resources and tools to support literacy agencies, hosting several websites, and providing online and face-to-face training.

We link with our members, and diverse stakeholders both within the literacy community and externally to fulfill our mission.

There are currently **95** community literacy agencies that are organizational members of CLO. These agencies are located in communities large and small in all regions of Ontario. In addition, CLO has **30** associate members. Thank you for your support!

CLO receives core funding from the Ministry of Training, Colleges and Universities under Employment Ontario. In 2009-2010 we also received funding from the Employment Ontario Network Development Fund and member programs.

## EMPLOYMENT ONTARIO

For more information on CLO, our activities, projects, publications and resources visit our website at: [www.nald.ca/clo](http://www.nald.ca/clo).

## Our Board of Directors

CLO is governed by a provincial board of directors who represent every region of Ontario. In 2009-2010, **CLO's board** members were:

- Carynne Arnold, Kingston (*Treasurer*)
- Debra Barrett, Toronto
- Chris Benninger, Chatham
- Sue Davidson, Toronto
- Elizabeth Debergh, Wellington County
- Sue Hughes, South Temiskaming
- Barbara McFater, Toronto (*Chair*)
- Bert Providence, Toronto
- Cheryl Reid, Toronto
- Marsha Roadhouse, Belleville (*Secretary*)
- Johanna White, Red Lake
- Lynne Zuliani, Wawa

*Linda Conley retired from the CLO board after six years of dedicated service. Thank you so much for your commitment to CLO!*

## Our Staff

Core staff:

- Joan Beaudry (*Office Administrator*)
- Jette Cosburn (*Co-Executive Director*)
- Joanne Kaattari (*Co-Executive Director*)

Project staff:

- Joyce Bigelow, Kelly Cowdy, Carla Douglas and Karen McGregor
- Cindy Davidson
- Robyn Cook-Ritchie
- Karen Farrar and Sheila Marshall
- Tracey Mollins
- Vicki Trottier

### CLO'S MISSION STATEMENT

Community Literacy of Ontario exists to support, promote and provide a united voice for Anglophone community-based literacy programs in Ontario

# CLO in 2009-2010

## The CLO Board

The CLO board of directors is made up of dedicated people from community-based literacy agencies located in every region of Ontario. The CLO board is responsible for organizational planning, governance and financial and human resource stewardship. They also bring a strong community-based and regional perspective to all CLO activities.

Our board of directors guides CLO and deals with critical issues facing our sector. Some of the issues discussed by the CLO board in 2009-2010 included:

- Increasing funding for literacy
- Promoting the economic and social value of literacy programming
- Promoting community-based programs to Employment Ontario and other community programming
- CLO's mission and values
- CLO's business plan and projects
- Top instructional resources
- Ontario Adult Literacy Curriculum
- Customer service
- Organizational capacity building
- Developing policies and procedures
- Performance management
- Regional issues and initiatives

## CLO's Volunteers

CLO volunteers help with committee work, advisory group work, editing, administrative support and other key functions. In 2009/2010, CLO was supported by 17 volunteers who contributed 970 hours.

This results in an economic contribution to CLO of **over \$19,000 annually** and a social benefit of incalculable value.

Thank you so very much!

## Business Plan Functions

CLO receives core funding from the Ontario Ministry of Training, Colleges and Universities. CLO's deliverables from our 2009/2010 business plan included:

- Researched and wrote an Employment Ontario E-Communiqué (June 2009)  
[www.nald.ca/clo/communiqué/june09\\_eo.pdf](http://www.nald.ca/clo/communiqué/june09_eo.pdf)
- Researched and wrote a CIPMS Newsletter (August 2009)  
[www.nald.ca/clo/newslet/august09/august2009.pdf](http://www.nald.ca/clo/newslet/august09/august2009.pdf)
- Researched and wrote an E-Channel E-Communiqué (September 2009)  
[www.nald.ca/clo/communiqué/09echannel.pdf](http://www.nald.ca/clo/communiqué/09echannel.pdf)
- Delivered two online workshops on the Essential Skills (October 2009)
- Researched and wrote an Employment Ontario Newsletter (January 2010)  
[www.nald.ca/clo/newslet/jan10/jan10.pdf](http://www.nald.ca/clo/newslet/jan10/jan10.pdf)
- Researched and wrote a CIPMS E-Communiqué (February 2010)  
[www.nald.ca/clo/communiqué/feb2010-cipms\\_e-communique.pdf](http://www.nald.ca/clo/communiqué/feb2010-cipms_e-communique.pdf)
- Circulated Ontario Adult Literacy Curriculum Updates (ongoing)  
[www.nald.ca/clo/oalc.htm](http://www.nald.ca/clo/oalc.htm)
- Surveyed our members needs and priorities (January 2010)  
[www.nald.ca/clo/newslet/2010\\_february.pdf](http://www.nald.ca/clo/newslet/2010_february.pdf)
- Posted information on the following initiatives to our website: CIPMS; Employment Ontario; and the Ontario Adult Literacy Curriculum
- Represented community-based Literacy and Basic Skills agencies on Employment Ontario's Provincial Service Delivery Advisory Group
- Shared information on partnerships, projects, initiatives and provincial plans with the four Literacy Sector Networks and mutually prepared an overview of services called "*Ontario's Literacy Sector Networks*"  
[www.nald.ca/clo/resource/ont\\_sector\\_networks\\_overview\\_jan2010.pdf](http://www.nald.ca/clo/resource/ont_sector_networks_overview_jan2010.pdf)

## Resources / Information

### NEWSLETTERS

- In 2009-2010 we produced six issues of CLO's newsletter "Our Voice"
- To view our newsletters click on "newsletters" on the CLO website at [www.nald.ca/clo](http://www.nald.ca/clo).



### TRAINING

- CLO delivered a variety of face-to-face and online training opportunities during 2009-2010. These opportunities are described in the projects and business plan sections of this report.

### E-COMMUNIQUÉS

- CLO circulated 12 E-Communiqués to its member programs in 2009-2010. See: [www.nald.ca/litweb/province/on/clo/comunique.htm](http://www.nald.ca/litweb/province/on/clo/comunique.htm).

### CLO WEBSITES

- Our CLO website: [www.nald.ca/clo](http://www.nald.ca/clo)
- Our *Literacy Basics* online training website: [www.nald.ca/literacybasics](http://www.nald.ca/literacybasics)
- Our *Lifelong Learning for Literacy Practitioners* website: [www.nald.ca/lifelonglearning](http://www.nald.ca/lifelonglearning)

### CLO'S "LITERACY VOLUNTEERS VALUE ADDED" WEBSITE

In honour of the hardworking, skilled and committed literacy volunteers working in community-based literacy agencies all across this province, CLO is developing a new website called "*Literacy Volunteers Value Added*". This website will celebrate the amazing economic and social contributions of literacy volunteers.

You will be able to access this website at: [www.nald.ca/literacyvolunteers/](http://www.nald.ca/literacyvolunteers/)



## INFORMATION GATHERING

- CLO gathers information from the community-based sector using a variety of means including: our regional board members, programs visits, surveys, our training events, our websites, and email and telephone communication.

## PROMOTION OF COMMUNITY-BASED PROGRAMS

- CLO researched and wrote "*Community-Based Literacy Agencies: A Critical Part of Literacy Delivery*". We shared information on the valuable contributions community-based programs make to the LBS delivery system, including learner numbers, contact hours, services provided, types of partnerships and events engaged in, and sources of funding. We also researched how the new funding from MTCU was used and the impact on programs should the new funding not continue.
- This useful publication is available on the CLO website at: [www.nald.ca/clo/newslet/2010\\_february.pdf](http://www.nald.ca/clo/newslet/2010_february.pdf)

## EXTERNAL INITIATIVES

In 2009-2010 CLO was involved in a variety of external initiatives, including the following:

- Member of MTCU's provincial *Employment Ontario* Service Delivery Advisory Group
- Member of MTCU's *Ontario Adult Literacy Curriculum* Provincial Working Group
- Member of the *Ontario Skills Passport* Website Development Advisory Committee (Ministry of Education)
- Member of the Provincial Stakeholder Group for the *Adult Education Pilot Project Initiative* of the Ministry of Education
- Participated in MTCU's *Roundtable Discussion on Workplace Literacy*
- Partner on the national *Getting Online* project ([www.nald.ca/gettingonline/](http://www.nald.ca/gettingonline/))
- Developed a partnership with *Imagine Canada's Insurance and Liability Resource Centre* to deliver risk management training
- Attended the 2009 AGM and Conference of *Laubach Literacy Ontario*
- Attended *Project Read Literacy Network's* performance management training
- Attended the 2010 *ONESTEP* Conference



## Research



In 2009-2010, CLO conducted research on various topics including:

- Conducting a human resources and programming survey of community-based agencies
- Researching best practices in customer service in literacy agencies
- Presenting the results of the *Getting Online project's* research into online learning to MTCU stakeholders
- Researching how member agencies used the new funding from MTCU
- Researching promotional strategies used by community literacy agencies
- Investigating organizational capacity issues
- Researching risk management issues
- Conducting over 30 program visits
- Developing a pandemic policy in response to the H1N1 flu
- Researching volunteer management practices and resources
- Developing policies to prevent violence and harassment in the workplace as required under Bill 168

## CLO Memberships

- Imagine Canada
- Onestep
- Ontario Community Support Association
- Ontario Literacy Coalition
- Ontario Nonprofit Network
- Volunteer Canada

## CLO Partnerships

- ABC Life Literacy Canada
- AlphaPlus Centre
- Canadian Literacy and Learning Network
- Institute on Governance
- CESBA
- College Sector Committee
- Laubach Literacy Ontario
- National Adult Literacy Database
- Ontario Association of Youth Employment Centres / First Work
- Ontario Literacy Coalition
- Regional Literacy Networks

## Literacy Funding

After working hard to raise awareness in the previous year about the need for increased funding, in 2009-2010 CLO had the pleasure of celebrating with our literacy colleagues when the Ontario government announced in July 2009 that it would provide two years of enhanced funding to literacy.

In 2009-2010, CLO continued to address the literacy funding issue by conducting research, writing various communication pieces and giving informed advice at a variety of meetings and events with the goal of:

- Helping to show the importance of investing in Literacy and Basic Skills programs
- Increasing knowledge of the social and economic importance of literacy to our province
- Thanking the Ontario government for its two-year enhanced investment in literacy
- Showcasing the return on investment in community-based programs from this enhanced funding
- Working to raise awareness of the critical need for the enhanced two-year provincial funding for LBS agencies to continue after March 31, 2011

CLO was also pleased to support the initiatives being taken on by others around the funding issue. Our support activities included:

- Participated in **Laubach Literacy Ontario's Literacy Awareness Day** at Queen's Park in November 2009
- Attended the *Literacy Reception* at **Queen's Park** hosted by the Ontario Literacy Coalition in October 2009
- Supporting and promoting Regional Network activities

*"Literacy helps a student to get a good schooling. And to get good jobs. If it was not for the funding, a lot of students would not be in school."*

(Quote from an adult learner in a community-based LBS program)

## AGM 2009

Community Literacy of Ontario's 2009 Annual General Meeting was held on November 6, 2009 in Kingston, as part of our *Organizational Capacity Institute*.

Members heard the report from CLO's chair, overviewed CLO activities, reviewed the financial statements and elected the new board of directors.

At the directors meeting after the AGM, CLO board members elected the following

Executive:

- Chair – Barbara McFater
- Secretary – Marsha Roadhouse
- Treasurer – Carynne Arnold

## AGM 2010

CLO will hold its 2010 Annual General Meeting in Toronto on Wednesday, November 10, 2010.

In addition to our AGM, this event will include CLO project updates, networking opportunities, and round tables discussions.

CLO will also be delivering an Ontario Adult Literacy Curriculum (OALC) Overview training session. This comprehensive overview will enhance understanding of the OALC initiative and lay the groundwork for the OALC Implementation Training that will follow in the winter of 2011.

**CLO'S AUDITED FINANCIAL  
STATEMENTS ARE  
AVAILABLE TO OUR  
MEMBERS UPON REQUEST.**

**THEY WILL ALSO BE  
AVAILABLE AT OUR ANNUAL  
GENERAL MEETING.**

## Community Literacy of Ontario's Core Value Statements

During 2009-2010, CLO's Board Development committee and our Board of Directors assessed and developed *Core Value Statements* for Community Literacy of Ontario. The board approved the following core value statements in June 2010.

### **M**ember-centred

We are committed to understanding and responding to the diverse needs of member programs.

### **I**nnovative

We embrace innovation and seek creative approaches to support the literacy field.

### **C**ollaborative

We believe that by working together to support and promote lifelong learning we can achieve more than individuals working separately.

### **R**espectful

We foster an environment that respects individuality and diversity.

### **A**ccountable

We strive for excellence and to exceed the expectations of our stakeholders.



## CIPMS: Online and Interactive Project

Community Literacy of Ontario received funding from the Ministry of Training, Colleges and Universities for a project called: "**CIPMS: Online and Interactive**". One of the major project objectives was to develop an online performance management classroom on Moodle.



With Moodle's asynchronous and highly interactive learning environment, practitioners were able to access information at a time and a pace that suited them. This classroom offered literacy practitioners the chance to learn about performance management, share resources, tools and activities, and become more familiar with CIPMS in an interactive online learning community. CLO offered a facilitated classroom from May 4-29, 2009 and starting in June 2009 this classroom became a permanent self-study training resource. At present, just over 100 literacy practitioners have accessed our training on Moodle which is available at <http://clo.alphaplus.ca>.

In order to increase accessibility, in October 2009, CLO also created a recorded version of our online performance management training sessions on Centra. This online training session covers the basics of performance management and shares resources, tools and strategies on this important topic.

You can access this resource at: [www.nald.ca/clo/resource/cimps\\_centra/cimps\\_centra.pdf](http://www.nald.ca/clo/resource/cimps_centra/cimps_centra.pdf)

## Lifelong Learning for Literacy Practitioners Website Project

Ready, set, launched! In October 2009 CLO was pleased to launch its innovative **Lifelong Learning for Literacy Practitioners** website at: [www.nald.ca/lifelonglearning/](http://www.nald.ca/lifelonglearning/)

This new website is the final product of a CLO project funded by MTCU called "**Lifelong Learning for Literacy Practitioners Website.**" Our website highlights various issues relating to education and training in the Ontario literacy community and will be an invaluable resource for literacy practitioners and others. It is designed to increase knowledge of the skills and experience required to deliver literacy programming and to share information on current training opportunities. It will also help literacy practitioners to assess current skills and future training needs.

On CLO's **Lifelong Learning for Literacy Practitioners** website you can:

- Discover valuable information, tools and resources related to adult literacy instruction in Ontario
- Explore the educational and skills requirements to deliver literacy training
- Find accurate information about the roles, **skills and experience of Ontario's adult literacy practitioners**
- Learn about training opportunities for literacy practitioners
- Assess your current skills and develop a personalized professional development training plan
- Link to resources, training and professional development opportunities





# Capacity Institute and Resource Guide Project

Community Literacy of Ontario hosted an innovative project called: *Capacity Institute and Resource Guide*. This project was designed to assist literacy agencies to further develop, strengthen and showcase their organizational capacity under Employment Ontario. *Capacity Institute and Resource Guide* was funded by the Ministry of Training, Colleges and Universities.

This project had three major deliverables:

## 1. ORGANIZATIONAL CAPACITY INSTITUTE

CLO held a highly successful two-day “Organizational Capacity Institute” for 50 community literacy agencies in November 2009. A variety of key workshop topics were covered by excellent speakers on organizational capacity issues in the non-for-profit sector. Workshop topics included: technology; financial management; risk management; policies and procedures, customer service and HR management.

This Institute was created to help literacy agencies to strengthen their capacity as part of the transformation of Training Services under Employment Ontario. It was held on November 5 and 6, 2009 in Kingston, Ontario.

## 2. ORGANIZATIONAL CAPACITY RESEARCH

CLO staff conducted extensive research into organizational capacity needs and current promising practices in the literacy community and broader non-profit sector.

Research methods included: conducting over 30 visits with programs and networks, holding several focus groups with literacy practitioners; conducting Internet and print-based research; developing linkages with other Employment Ontario stakeholders and experts in non-profit management; and gathering input at the Capacity Institute.

## 3. ORGANIZATIONAL CAPACITY RESOURCE GUIDE

CLO staff also researched and wrote a user-friendly organizational capacity guide, called “*CAPACITY PLUS: Organizational Capacity Resource Guide for Ontario’s Community Literacy Agencies*”.

Topics covered were:

- Risk management
- HR management
- Financial management
- Customer service management

As well, an “Other Topics” chapter was also included that briefly covers strategic planning, program evaluation, board governance and marketing.

This guide was circulated in print to community-based agencies, regional, sectoral and umbrella networks and MTCU in August 2010. The guide is also available online on CLO’s website at: [www.nald.ca/clo/resource/capacity\\_plus\\_book\\_02.pdf](http://www.nald.ca/clo/resource/capacity_plus_book_02.pdf).

*CAPACITY PLUS* has been extremely well received by the literacy community and CLO has received considerable positive feedback. A clear testimony to its value is the fact that *CAPACITY PLUS* was downloaded from CLO’s website an **INCREDIBLE 9,955 times** between August 11 and 31, 2010!



## Online Promotion of Literacy to Employment Ontario Partners Project

Community Literacy of Ontario received funding from MTCU for a project called: ***Online Promotion of Literacy to Employment Ontario Partners***.

In this project, CLO created six informative, audio-visual, user-friendly, and easy-to-access online presentations designed to educate stakeholders about literacy. These presentations were developed to:

- Increase awareness among Employment Ontario partners and other stakeholders about the importance of literacy and LBS
- Educate partners and stakeholders about the role played by LBS agencies in supporting adults to increase their literacy skills and gain access to other employment and training services
- Underline the strong co-relation between enhanced literacy skills and success in other employment and training programs

CLO's online presentations cover the following topics:

1. What is literacy?
2. Recognizing literacy
3. Literacy and Basic Skills in Ontario
4. Making referrals
5. Literacy and employment
6. Learner success stories

These online presentations are available at: [www.nald.ca/clo/presentations.htm](http://www.nald.ca/clo/presentations.htm)

The presentations were created using Adobe Presenter, a software that provides an online, audio-visual presentation format. CLO's presentations are easily accessed and shared via email and via CLO's website.

CLO's online presentations were launched in June 2010. CDs of the presentations in both an Adobe Presenter and PowerPoint were circulated to all members in August 2010.

## Building Organizational Capacity in Board Governance Project

CLO received funding from the Employment Ontario Network Development Fund for a project called: ***Building Organizational Capacity in Board Governance***.

The purpose of our project was to create a high quality online self-study training module on effective board governance practices.

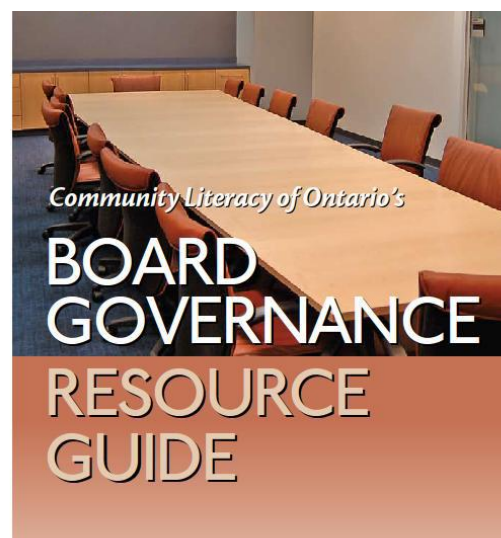
CLO held focus groups to gather information on governance resources and tools. We researched practices within the literacy field and within the broader non-profit sector (Imagine Canada, Canadian Institute on Governance, Volunteer Canada, etc.).

Based on our research, CLO wrote the curriculum for our governance module. This module covers the following topics:

- Board roles and responsibilities
- Governance structures
- Risk management
- Board development
- Effective meetings
- Board evaluation

This module was launched in December 2009 and it is available on CLO's Literacy Basics website at: [www.nald.ca/literacybasics](http://www.nald.ca/literacybasics).

We also completed an online workbook called "***Board Governance Resource Guide***". This resource is available on CLO's website at [www.nald.ca/clo/resource/boardgov/boardgov.pdf](http://www.nald.ca/clo/resource/boardgov/boardgov.pdf)



## Adult Literacy Curriculum Piloting and Research Project

Community Literacy of Ontario received funding from MTCU in 2009/2010 for the Ontario Adult Literacy Curriculum (OALC) Piloting and Research Project. Through this project, CLO furthered the development of the OALC through three valuable deliverables.

Firstly, CLO shared project information with our members through e-communicés, **newsletters and at CLO's Capacity Institute** in November 2009. CLO also posted OALC information on its website.

Secondly, CLO piloted three completed draft competencies and guidelines with 37 community-based literacy agencies from January 2010 to March 2010. This was more than double the number of programs that CLO had considered for pilot sites. Community-based agencies showed their willingness to step up and contribute to this extremely important process. The piloting was a resounding success with constructive and thoughtful feedback received from all participants.

Thirdly, CLO also researched the resources most highly recommended by practitioners in **Ontario's community based literacy agencies** for transitioning adult learners with independence or employment goals. An overview of these resources can be found in **CLO's "Resource Guide: Popular Resources Supporting the Transitioning of Adult Learners with Independence or Employment Goals"**.

Topic areas included in the **"Popular Resources Guide"** are:

- Communicate ideas and information
- Find/use information
- Numeracy
- Technology
- Self-direction
- Working with others
- Multiple-skill resources



You can access this valuable resource at:  
[www.nald.ca/clo/resource/resources\\_guide.pdf](http://www.nald.ca/clo/resource/resources_guide.pdf)

## Working Together Towards Ontario's Adult Literacy Curriculum Project

In 2009/2010, CLO received funding from MTCU to serve on the OALC Project Working Group, along with representatives from other sectors and streams.

CLO was part of a team that produced three draft competencies for field-testing: **Find and Use Information, Communicate Information and Ideas** and **Use Numbers and Think in Quantitative Terms**. CLO also provided informed advice to the development of the first set of draft guidelines to accompany the draft competencies.

### CLO's New OALC Projects for 2010-2011

Community Literacy of Ontario received funding from MTCU in 2010-2011 for three new projects related to the Ontario Adult Literacy Curriculum Framework.



#### **CLO's Sector /Stream Input Project**

CLO will provide feedback into the development of the Ontario Adult Literacy Curriculum Framework, guideline components, and OALC documents and resources.



#### **CLO's Training Development Project**

CLO will develop the **Overview Training** for the Ontario Adult Literacy Curriculum. This training will be delivered by the individual sector and stream organizations in the fall of 2010. In addition, CLO will develop the **Implementation Training** that will occur in the winter of 2011. Again this training will be delivered by the individual sector and stream organizations.



#### **CLO's Training Delivery Project**

CLO will provide OALC Framework **Overview** and **Implementation** Training to community-based agencies in fall 2010 and winter 2011. The training will be available in both face-to-face and online formats.

# Organizational Members



- Action Read Community Literacy Centre (Guelph)
- Adult Language and Learning (Chatham)
- Adult Learning & Training Centre (Smith Falls)
- Adult Literacy Council of Greater Fort Erie
- Alexandra Park Neighbourhood Learning Centre (Toronto)
- Alternative Learning Styles & Outlooks (Ottawa)
- Atikokan Literacy Inc.; Reading Plus
- Barrie Literacy Council
- Blind River Learning Centre
- Bruce Peninsula Adult Learning Centre
- Centre Alpha River Nord (Elliot Lake)
- Centre for Community Learning & Development (Toronto)
- Community Learning Centre Napanee
- Davenport Perth Neighbourhood Centre (Toronto)
- Dryden Literacy Association
- East Parry Sound Literacy Council
- East York Learning Experience (Toronto)
- Elliot Lake Learning Centre
- Espanola Learning Centre
- Frontier College – Beat the Street (Toronto)
- Georgian Literacy (Collingwood)
- Haldimand-Norfolk Literacy Council
- Hamilton Literacy Council
- Iroquois Falls Adult Learning Centre – Cochrane and Iroquois Falls
- John Howard Society of Durham Region
- John Howard Society – Outreach Literacy (Haliburton)
- John Howard Society –Ottawa Literacy
- Kingston Literacy
- Lake of the Woods Adult Learning Line (Kenora)
- LAWN Adult Learning Centre (Sturgeon Falls)
- Learning Centre for Georgina (Keswick)
- Literacy Council of Brantford & District
- Literacy Council of Burlington
- Literacy Council of Durham Region
- Literacy Council of Niagara West
- Literacy Council of South Simcoe
- Literacy Council of South Temiskaming
- Literacy Council York-Simcoe
- Literacy Council York-South
- Literacy Group of Waterloo Region
- Literacy London
- Literacy North Halton
- Literacy Plus/Renfrew County Community Upgrading Program
- Literacy Society of South Muskoka
- Massey Learning Centre
- Midland Area Reading Council
- Muskoka Literacy Council
- Niagara Regional Literacy Council
- North Algoma Literacy Coalition-Focus on Learning
- North Bay Literacy Council
- North Channel Literacy Council
- Northern Connections Adult Learning Centres (Sharbot Lake and Northbrook)
- Northumberland READ Centre (Cobourg)
- Oakville Literacy Council
- Organization for Literacy in Lambton
- Orillia & District Literacy Council
- Owen Sound Adult Literacy Centre
- Parkdale Project Read (Toronto)
- Peel Adult Learning Centre
- People, Words & Change (Ottawa)
- Port Cares Educational Resource Centre (Port Colborne)
- PTP - Adult Learning & Employment Programs (Toronto)

- Prince Edward Learning Centre (Picton)
- Program Read (Sault Ste Marie)
- Quinte Adult Day School – Trenton and Belleville
- Quinte Literacy Group – Belleville
- Red Lake District Adult Learning Centres—Red Lake and Ear Falls
- Regent Park Learning Centre (Toronto)
- St. Christopher House (Toronto)
- St. George's Adult Literacy Program (Toronto)
- St. Mary's Adult Learning Program
- Saugeen Shores Adult Learning Centre (Port Elgin)
- Schreiber Terrace Bay Adult Learning Association
- Skills for Employment, Life & Family (Mississauga)
- Sound Learning Centre (Parry Sound)
- South Essex Community Council (Leamington)
- South Grey Adult Learning Centre (Markdale)
- Street Haven Learning Centre (Toronto)
- Sudbury Vocational Resource Centre
- Superior North Literacy (Nipigon)
- Tillsonburg & District Multi-Service Centre
- Timmins Learning Centre
- Toronto Public Library—Adult Literacy
- Trent Valley Literacy Association (Peterborough)
- Tri-County Literacy Council (Cornwall)
- Unemployed Help Centre of Windsor (S.T.A.R.T.)
- Valley Adult Learning Centre (Fort Frances)
- Walkerton and Area Adult Learning Centre
- Wellington County Learning Centre
- Windsor Public Library—Adult Literacy
- YMCA Career Development & Learning Centre (Burlington)
- YMCA of Greater Toronto, Learning Opportunities Program
- YWCA of St. Thomas-Elgin



# Associate Members

- ABC Life Literacy Canada
- AlphaPlus Centre
- C.E.S.B.A.
- Canadian Literacy and Learning Network
- College Sector Committee
- Deaf Literacy Initiative
- Fanshawe College
- Laubach Literacy Ontario
- Literacy Link Eastern Ontario
- Literacy Link Niagara
- Literacy Link South Central
- Literacy Network Northeast
- Literacy Northwest
- Literacy Ontario Central South
- Metro Toronto Movement for Literacy
- Ontario Community Support Association, Capacity Builders
- Ontario Literacy Coalition
- Ontario Native Literacy Coalition
- Ottawa-Carleton Catholic School Board
- Ottawa Community Coalition for Literacy
- Peel-Halton-Dufferin Adult Learning Centre
- Project READ Literacy Network
- QUILL Learning Network
- Simcoe-Muskoka Literacy Network
- Sioux-Hudson Literacy Council
- St. Clair Catholic District School Board
- The Mid-North Network for Adult Learning
- Toronto Catholic District School Board
- Tri-County Literacy Network
- Western Quebec Literacy Council