



Our Voice

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Sample Privacy Policy

Joyce Bigelow of Northern Connections Adult Learning Centre (a community literacy agency based in Sharbot Lake, Ontario), kindly shared her newly-developed privacy policy with CLO. Given the recent PIPEDA privacy legislation (Personal Information Protection and Electronic Documents Act) this policy is extremely timely! Joyce does have one request in exchange for sharing her policy: please post your comments about privacy policies on CLO's "Community Based Literacy" online discussion group on AlphaCom.

Privacy Policy Intent Statement

Northern Connections Adult Learning Centres (NCALC) respects the privacy of our members, clients, volunteers, staff, donors, sponsors and stakeholders. We are committed to ensuring that appropriate measures and safeguards are in place to protect specific information that is held for the purpose of the program. We adhere to all legislative requirements with respect to privacy. We do not rent, sell or trade mailing lists.

Regulations

1. Accountability

- ⇒ NCALC will ensure the safe custody and control of all private information.
- ⇒ Information will not be transferred to third parties without the consent (express or implied) of the individual.
- ⇒ The Board of Directors will designate an individual to be responsible for ensuring privacy and compliance with the Personal Information Protection and Electronic Documents Act and all other privacy legislation. This person will also be responsible to implement procedures and train all employees and volunteers.

2. Identifying Purpose

We understand that some of the information we hold on members, clients, volunteers, staff, donors, sponsors and stakeholders is private, which is why we collect personal information only for the following purposes:

- ⇒ To establish and maintain a responsible relationship and provide ongoing service and support.
- ⇒ To conduct appropriate screening procedures for those volunteers and staff who may find themselves in a position of trust with the clients of the organization.
- ⇒ To develop, enhance, market or provide opportunities consistent with the program mandate.
- ⇒ To maintain, manage and develop our programs and operations, through statistical review, solicited feedback and support.
- ⇒ To meet program and government requirements.

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3. Consent

Members, clients, volunteers, staff, donors, sponsors and stakeholders do have choices and can refuse or withdraw consent for us to keep and use information. They may request that their name be removed from our various lists; they can refuse to provide personal information to us; and they may withdraw consent at any time. In all cases this may limit Northern Connections Adult Learning Centres' ability to provide appropriate service and support to these individuals.

4. Limiting Collection

The collection of personal information shall be limited to that which is necessary for the purposes identified by the organization. Information shall be collected by fair and lawful means.

5. Limiting Use, Disclosure and Retention

Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Personal information must be retained only as long as necessary for the fulfilment of those purposes.

6. Accuracy

At all times we strive to keep personal information accurate and up-to-date for the purposes identified above.

7. Safeguard

Personal information shall be protected by security safeguards appropriate to the sensitivity of the information. Access to information will be on a "need to know" basis only.

8. Openness

NCALC will make readily available to interested parties specific information about its policies and practices relating to the management of personal information.

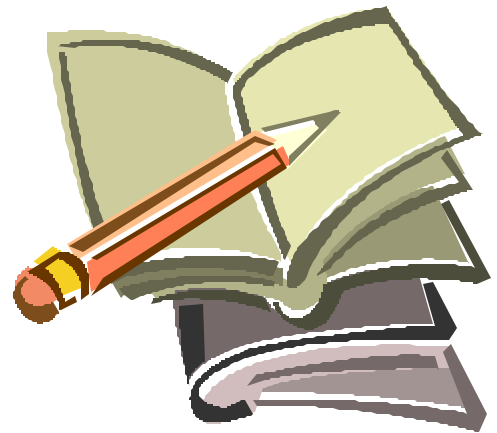
9. Individual Access

Upon request, an individual shall be informed of the existence, use, and disclosure of his or her personal information and shall be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

10. Challenging Compliance

Northern Connections Adult Learning Centres will investigate all privacy complaints and respond appropriately.

Complaint procedures will be kept in place and available to all members, clients, volunteers, staff, donors, sponsors and stakeholders.



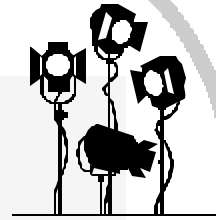
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In the Spotlight—Volunteers Leading Groups

By Betty Ffrench, Program Read



Learners at Program Read (a community literacy agency in Sault Ste. Marie) are enjoying four innovative group activities led by volunteers.

The Book Club has been meeting for an hour and a half on Friday afternoons since 2001. It's an informal, relaxed time for reading for pleasure. We always have tea and coffee and a snack. The learners involved are levels 1 to 3 readers. One volunteer is in charge of leading the group and a second volunteer helps. There is time for silent reading and a time for sharing and discussing. People also have the option of reading aloud if they would like to - either to the group, or one-to-one with a volunteer. The leader finds out about each person's interests and helps to find stories that are at his or her level. Books may be selected from our library, or sometimes people bring books from home. Participating in the *Golden Oak Book Club* (www.accessola2.com/goldenoak2004) has added a new dimension, and our learners are very positive about it.

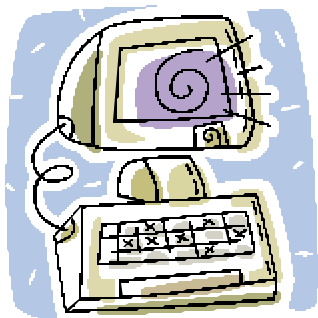
Volunteers have started three "**Lunch and Learn**" sessions. These groups are small and informal. They are popular with learners who have an hour to spend between computer lab and afternoon class. Also, a couple of learners come in especially for one or other of the groups. The coffee is on, and people are welcome to bring a lunch to eat as they learn.

On Monday, we have the "**History Group**". Reading about history is a personal hobby of the volunteer in charge of this group, and he makes it fun. Some themes he has used are: today in history, your birthday in history, and topics of personal interest to the learners. Activities include reading, some writing, and lots of discussing.

The purpose of the Tuesday group, "**Questions and Answers**" is finding information about various services or issues. These can include government programs such as Ontario Works or the Ontario Disability Support Program, or such things as legal aid or landlord-tenant matters. The volunteer doesn't claim to be the expert with all the answers, but he helps people find out about these topics.

Thursday is for the "**Math Group**". Some learners ask for help with practical real-life math skills such as measurement or handling money. Others wish to brush up on basic operations with whole numbers or fractions.

I am very grateful to the creative, energetic volunteers who lead these group activities, and I know that the learners are grateful to them too. The learners who participate build on the skills they gain in class or tutoring sessions. They also learn to work with others, and I can see them growing in self-confidence. It's a positive experience for them and a good addition to our program.



CLO's 10th Anniversary Conference will be held on October 20-22, 2004 at Fern Resort in Orillia (www.fernresort.com)

CLO's Board of Directors

- Joyce Bigelow (Sharbot Lake)
- Linda Conley (Picton)
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CLO's Staff

- Joan Beaudry—Administrative Assistant
- Jette Cosburn—Co-Executive Director
- Joanne Kaattari—Co-Executive Director
- Vicki Trottier—Family Literacy

Real Learning for Life

By Julie Stuart, Literacy Coordinator
PORT CARES Literacy Plus

Literacy Plus (community literacy agency in Port Colborne) offers a program entitled *Real Learning for Life*. This program introduces computers and the basic skills necessary to improve employment readiness in a small class setting.

Over the past year we have been collecting and adapting technology materials from a wide variety of sources to assist us in preparing our clients to gain the essential skills needed to achieve their goals. This collection of material has been tested and success has been enjoyed by learners. The facilitator has also enjoyed our new format and the ease of which it can be delivered. The program fosters an environment of self-management and self-direction. Individuals will be able to work through the material on their own and at their own pace with guidance from an instructor.

Currently, this material is being revised to ensure that we are providing learners a clear understanding and hands-on approach to enhance their workforce preparation skills. Materials encompass the following: Basic Computer Operation Skills and Operating System Skills (Windows XP), Word Processing (Word XP), E-mail, Internet, Presentation Skills (PowerPoint) and Spreadsheets (Excel).



Hire Learning: Preparing for Job Search Success

The Ottawa-Carleton Coalition for Literacy has developed *Hire Learning: Preparing for Job Search Success*. This innovative new resource is a series of three training modules. Although primarily intended for trainers of volunteer tutors, *Hire Learning* provides literacy practitioners with tools, activities and materials to assist learners to prepare for a job search.

These modules are available on the coalition's website at www.occl.ca. Practitioners are encouraged to use and adapt these resources in ways that work best for them.