



Human Resource Survey Results

In late spring 1999, [Community Literacy of Ontario](#) sent out a human resource survey to all Anglophone community literacy agencies in the province. CLO had received many requests for this type of information. Agencies were given a deadline of July 31, 1999 to respond.

This survey is about PAID staff (both full and part-time) in Anglophone community-based literacy programs. All individual information collected in this survey is completely confidential.

CLO hopes that the data will help literacy agencies to know more about human resource issues within the province. Thank you to everyone who took the time to respond to this important survey!

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Program Information

- Total community literacy agencies responding to this survey = 69
- Total staff members in these agencies = 151 people
- 23 agencies (33%) indicated that they were Laubach-affiliated

What is your agency's total professional development budget each year?

- \$0 = 5%
- \$100-500 = 40%
- \$500-1,000 = 25%
- Over \$1,000 = 30%
- Total agencies responding to this question = 67

Geographic region

- East = 24% of agencies
- Central = 30% of agencies
- North = 17% of agencies
- Southwest = 29% of agencies

In the past two years, has your agency's professional development budget:

- Increased = 28%
- ecreased = 27% D
- Stayed the same = 45%
- Total agencies responding to this question = 67

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- Rural = 30% of agencies
- Urban = 30% of agencies
- Mixed = 40% of agencies

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Does your agency have personnel policies?



- Yes = 75%
- No = 1%
- In progress = 15%
- Yes, but they need to be updated = 9%
- Total number of agencies responding to this question = 68

What skills and/or training do you either need, would like to have, or need to improve?

The following percentage of agencies ranked these skills and/or training needs as high:

- Demonstrations development (61%)
- Computer / Internet training (48%)
- Assessment training (43%)
- Public relations / program outreach skills (42%)
- Learning outcomes (40%)
- Planning skills (39%)
- Volunteer management (36%)
- Instruction-related training (35%)
- Program management training (35%)
- Human resource management skills (32%)
- AlphaPlus training (32%)
- Board management (31%)
- Financial management (24%)
- Administrative-related training (23%)
- Total number of agencies responding to this question = 64

Volunteer Recognition Tip from the Lowestoft Volunteer Bureau

Area volunteers presented the local MP with a mock cheque representing the value of time of volunteers interviewed and placed, in a one-year period, by the volunteer bureau.

(Source: Volunteer Canada)

Please indicate any barriers that you have to accessing needed training

The following percentage of agencies ranked these barriers as high:

- Staff time to participate in training (69%)
- Funds to cover training costs (69%)
- Travel costs (40%)
- Training is not available locally / regionally (36%)

- Lack of release time from your agency (30%)
- Nine agencies identified other additional barriers
- Total number of agencies who responded to this question = 62

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Now what you have been really waiting for.....
the salary survey!!!!

Position of Executive Director or Coordinator

- ☐ Total number of respondents in this position = 52
- ☐ Average work week amounted to 32 hours per week
- ☐ Average number of years worked in literacy amounted to eight years
- ☐ Average hourly wage for this position = \$19.16



Position of Program Coordinator or Student-Tutor Coordinator

- ☐ Total number of respondents in this position = 36
- ☐ Average work week amounted to 27 hours per week
- ☐ Average number of years worked in literacy amounted to six years
- ☐ Average hourly wage for this position = \$16.19

Position of Paid Bookkeeper

- ☐ Total number of respondents in this position = 9
- ☐ Average work week amounted to 4 hours per week
- ☐ Average hourly wage for this position = \$12.92

Position of Administrative Assistant or Secretary

- ☐ Total number of respondents in this position = 24
- ☐ Average work week amounted to 26 hours per week
- ☐ Average number of years worked in literacy amounted to five years
- ☐ Average hourly wage for this position = \$13.56

Position of “Other”

- ☐ There were 30 respondents listed in the “other” category.
- ☐ This category represented many different positions from instructor to assessor. Because of the many differences, it is not possible to analyze this category.

In an average month, approximately how many extra hours do

- ☐ **CLO gratefully acknowledges its funder: The Literacy and Basic Skills Section of the Ministry of Training, Colleges, and Universities**
- ☐ **Writing, research and desktop publishing by Joanne Kaattari**
- ☐ **Proofreading by Irene Wilmot**
- ☐ **Circulation by Jette Cosburn**

**you work for which you receive neither PAY nor TIME OFF
IN LIEU OF PAY?**

- None = 26%
- 1-5 hours = 23%
- 5-10 hours = 26%
- 10-20 hours = 18%
- Over 20 hours = 7%
- Total number of agencies responding to this question = 66



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Human Resource Survey Results



CLO's 1999 Board of Directors

- Gail Aubertin
- Laurie DesLauriers
- Roger Hannon
- Lily Martin
- Margaret Maynard
- Johanna Pax-Milic
- Melanie Remonde
- Vicki Trottier
- Sheila Vlachos
- Annemarie Wesolowski



What benefits do you receive from your employer?

- 51% of agencies close during the Christmas holidays with pay
- 49% of agencies provide additional vacation beyond the standard 4% of salary
- 46% of agencies provide paid short-term sick leave
- 44% of agencies provide some health and dental benefits
- 39% of agencies provide long-term disability benefits
- 28% of agencies provide no benefits
- 12% of agencies provide employer RRSP contributions
- 9% of agencies provide a pension plan
- 3% of agencies provide a percentage of salaries "in lieu of benefits"
- Nine agencies said that they provide other additional benefits
- Total number of agencies responding to this question = 69

IN GENERAL, do you believe that there is a need for a common set of minimum skills needed by PAID literacy workers?

- Yes = 86%
- No = 6%
- Not sure = 8%
- Total number of agencies responding to this question = 64

IN GENERAL, do you believe that there is a need for a common set of minimum skills needed by VOLUNTEER literacy tutors?

- Yes = 75%
- No = 8%
- Not sure = 17%
- Total number of agencies responding to this question = 65

- About eight in ten Canadians give money to charitable and non-profit organizations
 - One-third of all donors give 86% of donations

(Source: Statistics Canada)

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