

# Community Literacy of Ontario

ANNUAL  
REPORT  
2005-2006



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# REPORT FROM THE CO-CHAIRS OF COMMUNITY LITERACY OF ONTARIO (2005-2006)

*By Joyce Bigelow and Lindsay Kennedy*

As we moved past the celebrations of our 10<sup>th</sup> anniversary and moved on to our second decade of support to the community-based literacy field, Community Literacy of Ontario needed to take some time to reflect before establishing new strategic goals. This past year could be considered a year of review and reflection.

Our Board of Directors, with assistance from Rural Legal Services, completed a review of our By-laws. The many recommended changes were approved by the membership at the Annual General Meeting on October 20, 2005.

The Board also reviewed CLO's staffing model and Personnel Policies, to ensure that they were effective for the operation and purposes of the organization. As always, our current staff, Joanne Kaattari, Jette Cosburn and Joan Beaudry, shine with their exemplary work and make the model successful. Just a note: due to funding constraints, all three of CLO's core staff work only part-time and still manage to complete such significant and valued results!

It is always important to review the work Community Literacy of Ontario has done and to check-in with the community-based field to ensure that CLO is in tune with their needs. In this regard CLO:

- Ensured that its Board of Directors was made up of a group of dedicated volunteers representing various program types, from all across the province. This allows for diverse but representative input on decisions affecting CLO.
- Surveyed the sector about volunteer management and one-to-one and small group programming issues.
- Continued to communicate with the field via our newsletter, e-bulletins and the AlphaCom community-based discussion group.
- Facilitated a focus group of community-based coordinators in the Literacy Link Eastern Ontario region.

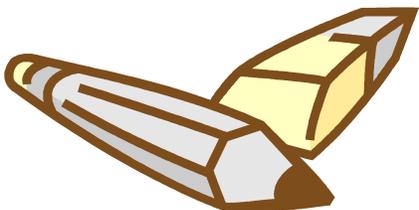


- Conducted our "members survey" in December 2005, compiled the needs and issues and shared them with MTCU in February 2006. We are proud to have 91 community literacy agencies as formal, paid members of CLO! They continually support us with their input and feedback.
- Conducted research into the economic value of literacy volunteers and into volunteer management issues in our sector.
- Consulted with various stakeholders about the National Foundational Training in Family Literacy.
- Gathered and disseminated information on Jobs Now and One Stop/No Wrong Door pilots.
- Considered supports to agencies regarding CIPMS, workforce literacy and strategic planning.
- Attended or took part in more than 15 summits, committees, conferences, symposiums and consultations to network with and get feedback from stakeholders on all areas of importance to the community-based field.

Reflecting upon the needs expressed by the field, CLO offered a number of training opportunities this year. On Centra, sessions were provided on Volunteer Management, Learner Exit and Follow-up, Outcomes-Based Program Evaluation, and Learner Recruitment. We again offered the national Foundational Training in Family Literacy course via six online training sessions from January to June 2005. In September 2005, we launched our wonderful self-directed training website called "Literacy Basics" ([www.nald.ca/literacybasics](http://www.nald.ca/literacybasics)). In October at our 2005 AGM Garfield Gini-Newman delivered a lively and thought-provoking workshop that established the link between brain research and critical thinking to help promote literacy.

The continued support and feedback received from our funders, the Ministry of Training Colleges and Universities and the National Literacy Secretariat, are always valued.

In this new year of 2006/2007 CLO's Board and staff will be using the information gathered in 2005/2006, our year of review and reflection, to move forward and set new dynamic, and strategic directions for CLO's future.



# Community Literacy of Ontario ANNUAL REPORT – 2005/2006

## Who We Are

Community Literacy of Ontario (CLO) is a provincial literacy network of community-based literacy agencies in Ontario.

There are currently **91** individual community literacy agencies that are paid members of CLO. These agencies are located in communities large and small in all regions of Ontario. In addition, CLO has **30** associate members. Our members are our greatest strength.

Our office is located in Barrie, Ontario. CLO was created in 1994 and incorporated in 1997. CLO receives funding from the Ontario Ministry of Training, Colleges and Universities, the National Literacy Secretariat (HRSDC), and member programs.

## Mission Statement

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

## Organizational Structure

CLO is governed by a 12-member board of directors. CLO directors represent every region of Ontario. Our dedicated board members contribute immensely to the success of CLO.

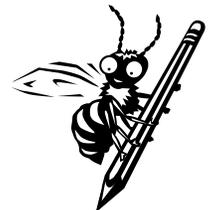
## Our Board of Directors

- Carynne Arnold, Kingston (*Treasurer*)
- Chris Benninger, Chatham
- Joyce Bigelow, Sharbot Lake (*Co-Chair*)
- Linda Conley, Picton
- Heather Hufton, Mississauga
- Lindsay Kennedy, Wellington County (*Co-Chair*)
- Shelley Lawrence, Durham
- Sheila Marshall, Timmins
- Cheryl Reid, Toronto (*Secretary*)
- Valerie Sadler, Hamilton
- Denise Tremblay, Cochrane
- Johanna White, Red Lake

CLO expresses its deep gratitude to our two retiring directors: Jan Goatcher and Penny Smith-Jensen.

## Our Staff

- Joan Beaudry (*Administrative Assistant*)
- Jette Cosburn (*Co-Executive Director*)
- Joanne Kaattari (*Co-Executive Director*)
- Vicki Trottier (*Project Staff*)



## CLO in 2005-2006



### Our Members

- Community Literacy of Ontario is proud to have **91** organizational members (Ontario community literacy agencies) and **30** associate members (other literacy organizations).

### The CLO Board

- CLO has a regional board structure of 12 directors who come from 12 different community literacy agencies from each region of Ontario.
- The board conducts planning, governance, financial and human resource stewardship and evaluation.
- The board conducts its important work via conference call meetings, Centra meetings, email, AlphaCom and via face-to-face meetings.
- In 2006, the board also began an in-depth strategic planning process.

### CLO's Volunteers

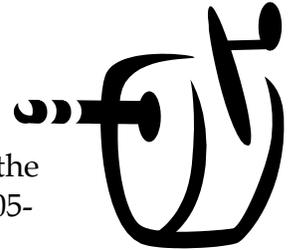
In 2005-2006, we had 23 volunteers who contributed 967.5 hours of their time and talents to CLO. Thank you for all you do for Community Literacy of Ontario!

## CLO's Funders

Community Literacy of Ontario is grateful to the Ontario Ministry of Training, Colleges and Universities and the National Literacy Secretariat (HRSDC) for their ongoing support.

### Training

In CLO offered many training opportunities to the literacy community in 2005-2006. These included:



- CLO delivered four online training sessions on Centra on *learner recruitment* and *outcomes-based program evaluation* from January to May 2006. A total of 85 people took this training.
- In September 2005 we launched our highly-regarded self-directed training website called *Literacy Basics* ([www.nald.ca/literacybasics](http://www.nald.ca/literacybasics)).
- In October 2005, 45 participants attended CLO's AGM and workshop on *brain theory*.
- CLO offered four online training sessions on Centra on *volunteer management* and *learner exit and follow-up* from January to June 2005. A total of 90 training seats were delivered.
- CLO offered the national *Foundational Training in Family Literacy* course via six online training sessions from January to June 2005. Congratulations to the 23 course graduates!

## External Initiatives

In 2005-2006 CLO was involved in the following external initiatives:

- Attended OLC's "*Symposium on Workforce / Workplace*" in May 2005
- Participated the MTCU's consultation on *One-Stop* in September 2005
- Attended the keynote address by Kathleen Wynne on the *Adult Education Review* in September 2005
- Wrote a letter to the Honourable Claudette Bradshaw (Minister of State) in October 2005 re: CLO's input into a *Pan-Canadian Literacy Strategy*
- Participated in the *Ontario Children and Youth Summit* in October 2005
- Attended the National Literacy Secretariat's *Round Table on Literacy and the Essential Skills* in October 2005
- Contributed to OLC's letter to MTCU giving input into *One Stop* in November 2005
- Attended the provincial conference of *Literacy Alberta* in November 2005
- Attended the launch of the Ontario Public Service *Spirit Campaign* for literacy in January 2006
- Participated in the pre-budget consultation with the *Ministry of Finance* and prepared a written submission in January 2006
- Attended meetings of MTCU's *Labour Market Development Agreement Advisory Group* in June and August 2006
- Member of the Regions and Sectors "*Advisory Roundtable*" of the Ontario Literacy Coalition
- Ontario Steering Committee member of the "*Canada Volunteerism Initiative*"
- Member of the "*OLC / MTCU Liaison Committee*"

## Annual General Meeting 2005

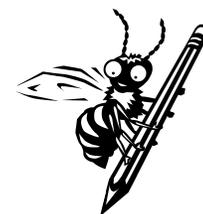


CLO's Annual General Meeting was held on October 20, 2005 at Toronto's Primrose Hotel. The day began with informal networking that allowed our 45 participants to visit displays from CLO, AlphaPlus, Laubach Literacy Ontario, Festival of Literacies and the Golden Oaks Adult Book Club.

The Annual General Meeting was held after lunch and CLO members elected their Board of Directors for 2005/2006. We were pleased to welcome two new directors to our board: Johanna White (Red Lake) and Lindsay Kennedy (Wellington County). CLO members also bid a fond farewell to CLO's two retiring board members: Jan Goatcher and Penny Smith-Jensen.

Garfield Gini-Newman, a Senior Consultant with the Critical Thinking Consortium and an instructor with OISE/University of Toronto, delivered a lively and thought-provoking workshop that established the link between brain research and critical thinking to help promote literacy. This workshop received rave reviews and ended the day with practitioners feeling inspired and invigorated.

CLO received many requests to invite Garfield back next year. So for those of you who missed this wonderful workshop, you will get a second chance to hear Garfield at CLO's 2006 Annual General Meeting. We can guarantee it will be an informative and fun workshop!



## Resource Production

CLO specializes in producing informative and useful resources for its members. In 2005-2006, we:

- Produced four issues of “*Our Voice*”, CLO’s newsletter (March 2005; June 2005; February 2006 and June 2006).  
<http://www.nald.ca/litweb/province/on/CLO/NEWSLET/archive.htm>
- Produced 10 members-only *E-Bulletins* full of pertinent and timely information and resources for community-based literacy programs.
- Moderated an active online discussion group on AlphaCom called “*Community Based Literacy*.” This discussion is the most active on AlphaCom. Information included: policies (safety, liability, sick leave, etc.), fundraising, scrabble and spelling bee tournaments, assistive devices, LD and MTCU initiatives.
- Circulated our “*Volunteers Value Added*” research report and toolkit in December 2005.
- Produced three “*Family Literacy Bulletins*” (January, June and September 2005).  
<http://www.nald.ca/litweb/province/on/CLO/NEWSLET/archive.htm>.
- Maintained our “*Community Literacy of Ontario*” website:  
[www.nald.ca/clo#](http://www.nald.ca/clo#).
- Maintained our “*Volunteer Management*” website:  
[www.nald.ca/volunteermanagement#](http://www.nald.ca/volunteermanagement#).
- Circulated regular updates on CLO projects.

## Information Sharing



CLO actively shares information with its members and other key stakeholders. In 2005-2006 we circulated information on:

- The Labour Market Development Agreement
- Essential Skills
- One-Stop Training and Employment System
- Ontario Works
- Continuous Improvement Performance Management System
- Program evaluation
- The needs and issues of our member agencies from our members survey
- The Adult Education Review
- Voluntary sector resources
- Federal and provincial government initiatives
- Select initiatives and projects from the literacy field
- The Canada Volunteerism Initiative
- Workforce literacy
- Ontario Public Service Spirit Initiative
- Awards for learners and volunteers
- LBS programming ideas
- Various project funding opportunities
- Ontario Network of Employment and Skills Training Projects’ *Financial Vibrancy* “*Think Tank*”
- Various conferences/courses and training opportunities
- Useful websites and resources related to adult and family literacy

## Literacy Basics



In September 2005, Community Literacy of Ontario was delighted to launch “Literacy Basics” ([www.nald.ca/literacybasics](http://www.nald.ca/literacybasics)).

Literacy Basics is a free, self-directed online training website for Ontario literacy practitioners. This innovative training website was researched, written and designed by Community Literacy of Ontario. Literacy Basics was funded by the National Literacy Secretariat, HRSDC.

Literacy Basics removes many of the barriers to training faced by literacy practitioners. It reduces travel time, travel costs and scheduling conflicts. It also minimizes the lack of local availability and the lack of time to attend training in more traditional settings.

Literacy Basics currently contains the following training modules:

1. Initial and Ongoing Assessment
2. Instructional Strategies
3. Exit and Follow-Up
4. Volunteer Management

In January 2006 CLO held its annual Membership Survey (75 different literacy agencies responded). Eighty percent of these agencies indicated that they had used our Literacy Basics website.

Rave reviews were received in the survey about Literacy Basics. This has proven to be an extremely valuable tool for providing training and resources to the literacy field. Overwhelmingly positive comments were received about how user-friendly, how valuable, how practical and how excellent this site is.

Here are just a few of the large number of positive comments received about our Literacy Basics website:

- “What a beautiful and useful site! The whole thing is a great example of clear language and design. Well done!”
- “I think the website is easy to follow and provides excellent, useful information.”
- “Fantastic! Easy to use and great to be able to stop after an hour and pick up again.”
- “Love it! Very practical and useful. It came at just the right time.”
- “Clear and easy to use with great web links. A job well done!”
- “A great resource and time-saver for training new staff and volunteers.”
- “There is one way to describe your Literacy Basics site: awesome!”



## Literacy Basics Plus

Community Literacy of Ontario received project funding from the National Literacy Secretariat (HRSDC) in December 2005 for an exciting **NEW** project called "Literacy Basics Plus."

### Training Modules

CLO is researching, writing and adapting four training modules for a self-directed, web-based training environment. The topics of these training modules are:

- Learner recruitment
- Learner retention
- Program evaluation
- Self-management  
/self-direction



### Literacy Basics Website

CLO, with the support of NALD, is revising our "Literacy Basics" training website ([www.nald.ca/literacybasics](http://www.nald.ca/literacybasics)) to host the four new web-based training modules. The revised website will be launched in December 2006.

### Online Workshops

CLO successfully developed and delivered four online workshops on Centra. Each session had over 20 participants (for a total of 85 training seats). "Outcomes-Based Program Evaluation" was delivered in February and March 2006. "Learner Recruitment" was delivered in April and May 2006.

The anonymous evaluations from the online workshops were extremely positive: 94% of participants rated the content as either excellent or very good, and 97% rated the facilitation as either excellent or very good.

### Participant Comments:

- "Inspirational. Very helpful resources and suggestions".
- "Wonderful and informative".
- "A great way to learn and share".
- "This has been the best and most helpful workshop I've attended".
- "Thank you for sharing best practices and great resources".
- "Thanks for introducing me to this method of learning online. I have learned many interesting strategies and creative ideas".
- "I really appreciate the fact that you took the time to make all your examples relate directly to literacy".
- "This workshop was really great! I loved the charts and examples".
- "Thanks for adding attachments and samples. I always find the practical information so helpful".
- "Great stuff and great facilitation!"
- "Lots of great information."

## Literacy Volunteers: Value Added



CLO received funding from the Ministry of Training, Colleges and Universities and the National Literacy Secretariat to research the economic and social value of literacy volunteers.

CLO conducted broad external research and also received a tremendous response to our surveys from Ontario's community literacy agencies and their volunteers. We have produced a ground-breaking research report that not only identifies the economic and social value of literacy volunteers, but also the roles and characteristics of volunteers; key issues for agencies in the 21<sup>st</sup> century; needs of literacy volunteers; and issues related to the management and support of volunteers.

CLO has also developed a comprehensive toolkit with practical and valuable resources based on the volunteer management needs identified by literacy practitioners during the research phase of the project. The kit includes a CD-ROM with blank versions of all the tools and resources to allow practitioners the opportunity to adapt and use tools for their individual agencies. The research report and kit were circulated to all CLO members in December 2005. These resources are also available for purchase or may be downloaded free of charge from CLO's website at: [www.nald.ca/literacyvolunteers](http://www.nald.ca/literacyvolunteers).

## Ontario Public Service Spirit Campaign

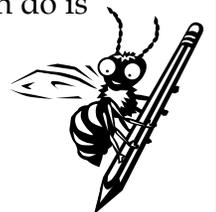
The Spirit Campaign is an annual province-wide campaign that encourages Ontario Public Service (OPS) employees to participate in volunteer activities. The OPS has selected literacy as its cause for 2006. CLO is delighted to have been asked to help share information about Spirit with the literacy field.

This is a wonderful opportunity for agencies to recruit highly skilled volunteers from a new area. As well, the Spirit Campaign gives the Ontario literacy field the chance to promote the cause of literacy throughout the various ministries of the Ontario government.

The Spirit Campaign runs **all year**. This means that you can submit applications for volunteers at any time during 2006. To request an application form, please contact CLO or contact Stan Squires, Ministry of Culture, at the following email: [Stan.Squires@mcl.gov.on.ca](mailto:Stan.Squires@mcl.gov.on.ca).

OPS volunteers are potentially interested in all kinds of positions. Here are some ideas to start you off: tutoring, editing or desktop publishing newsletters, designing a new brochure and updating or creating websites.

Volunteers could potentially be available wherever government offices exist. Also, your volunteer opportunity may be a virtual one that can be done via the Internet. You aren't necessarily limited by geography. All you can do is be creative and ask!



## Strategic Planning



CLO is delighted to announce that we have received a two year grant from the *Ontario Trillium Foundation* to develop a strategic plan that will allow CLO to strengthen its organizational capacity.

In 2007-2008, CLO will deliver two regional workshops and two Centra workshops on strategic planning. CLO will also create a self-directed, online training module on strategic planning. This training module will be housed on CLO's "Literacy Basics" training website.

Project work is already well under-way. CLO held an open call for proposals for a consultant and Jane Barber was the successful candidate.

In May 2006, the CLO board and staff held a two-day strategic planning retreat where we discussed current and future trends and issues for the literacy field and planned for CLO's role in the future. CLO will hold a follow-up meeting in October 2006.

In 2007, watch for more information on training opportunities and resources to support member programs with strategic planning.



*The Ontario Trillium Foundation, an agency of the Ministry of Culture, receives annually \$100 million of government funding generated through Ontario's charity casino initiative.*

## Annual General Meeting 2006

Mark your calendars!  
Community Literacy of Ontario's Annual General Meeting will take place on Thursday, October 12, 2006 at Toronto's Best Western Primrose Hotel.



The day's events include displays, informal networking, the formal AGM and a workshop that will be facilitated by Garfield Gini-Newman. "Brain Theory-Part Two" will be a follow-up to the extremely popular "Critical Thinking and Literacy" workshop that was delivered at last years' AGM. The day is scheduled to start at 10:00 a.m. and will wrap up at 5:00 p.m.

CLO did not receive any funding for this year's meeting and all participants will therefore be responsible for their individual expenses (travel, meals, accommodation, etc.).

CLO members will receive an information package about the AGM and workshop in early September 2006.

**CLO'S AUDITED  
FINANCIAL STATEMENTS  
ARE AVAILABLE UPON  
REQUEST. THEY WILL ALSO  
BE AVAILABLE AT OUR  
ANNUAL GENERAL  
MEETING.**

## **CLO's Organizational Members (91)**

- Action Read Community Literacy Centre
- Adult Learning and Training Centre - Perth
- Alexandra Park Neighbourhood Learning Centre
- Alternative Learning Styles & Outlooks (ALSO)
- Atikokan Literacy Inc.; Reading Plus
- Barrie Literacy Council
- Blind River Learning Centre
- Bruce Peninsula Adult Learning Centre
- Chappleau Learning Centre
- Chatham Kent Council on Adult Basic Education
- Community Learning Centre Napanee
- Community Learning Centre South Frontenac
- Regent Park Learning Centre—Dixon Hall
- Dryden Literacy Association
- East End Literacy
- East York Learning Experience
- Elliot Lake Learning Centre
- Espanola Learning Centre
- Frontier College – Beat the Street
- Georgian Literacy
- Haldimand-Norfolk Literacy Council
- Hamilton Literacy
- Iroquois Falls Adult Learning Centre-Cochrane
- Iroquois Falls Adult Learning Centre-Iroquois Falls
- John Howard Society of Durham Region
- John Howard Society –Ottawa Literacy
- Kingston Literacy
- Learning Centre for Georgina
- Literacy Alliance of West Nipissing
- Literacy Council of Brantford & District
- Literacy Council of Niagara West
- Literacy Council of South Simcoe
- Literacy Council of South Temiskaming
- Literacy Council York-Simcoe
- Literacy London Inc.
- 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 Centre-Sharbot Lake
- Northern Connections Adult Learning Centre-Northbrook
- Northumberland READ Centre
- Oakville Literacy Council
- Organization for Literacy in Lambton
- Orillia & District Literacy Council
- Owen Sound Adult Literacy Centre
- Parkdale Project Read
- Peel Literacy Guild Inc.
- People, Words & Change
- Port Cares –Literacy Plus
- Preparatory Training Program of Toronto
- Prince Edward Learning Centre
- Program Read
- Quinte Adult Day School-Trenton
- Quinte Adult Day School - Belleville
- Quinte Literacy Group – Belleville
- Red Lake District Adult Learning Centres—Ear Falls
- Red Lake District Adult Learning Centres—Red Lake
- **St. George's Adult Literacy Program**
- **St. Mary's Adult Learning Program**
- Saugeen Shores Adult Learning Centre
- Schreiber Terrace Bay Adult Learning Association
- South Grey Adult Learning Centre
- South Essex Community Council
- Street Haven Learning Centre
- Sudbury Vocational Resource Centre-New Leaf Literacy
- The Adult Literacy Council of Greater Fort Erie
- The Lake of the Woods Adult Learning Line
- The Learning Works
- The Literacy Council of Burlington
- The Literacy Council of North Timiskaming
- The Literacy Group of Waterloo Region--Kitchener
- The Literacy Group of Waterloo Region-Cambridge
- Thunder Bay Literacy Group
- Tillsonburg & District Multi-Service Centre—Adult Basic Literacy
- Timmins Learning Centre
- Toronto Public Library—Adult Literacy
- Trent Valley Literacy Association
- Tri-County Literacy Council
- Unemployed Help Centre of Windsor
- Walkerton Learning Centre
- Wellington County Learning Centre
- Windsor Public Library—Adult Literacy
- YMCA of Hamilton/Burlington
- YWCA of St. Thomas-Elgin

## **Associate Members (30)**

- ABC Canada
- AlphaPlus Centre
- Centre Alpha River Nord
- Centre for Family Literacy (Edmonton)
- C.E.S.B.A.
- College Sector Committee for Adult Upgrading
- Festival of Literacies
- GOAL: Ontario Literacy for Deaf People
- Laubach Literacy Ontario
- Literacy Link Eastern Ontario
- Literacy Link Niagara
- Literacy Link South Central
- Literacy Network Northeast
- Literacy Northwest
- Literacy Ontario Central South
- MacComm International Inc.
- Metro Toronto Movement for Literacy
- Movement for Canadian Literacy
- Ontario Community Support Association
- 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
- Tri-County Literacy Network
- Western Quebec Literacy Council

