

COMMUNITY
LITERACY OF
ONTARIO

ANNUAL REPORT 2010-2011

Write
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Community
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REPORT FROM THE CHAIR - 2010-2011

On behalf of the Board of Directors, I would like to extend a heartfelt thank you to Community Literacy of Ontario's staff – Joanne Kaattari, Jette Cosburn and Joan Beaudry. Their combined dedication and passion for the work they carry out in support of community-based literacy programs are truly exceptional. I would also like to say 'Thank you!' to CLO's contract staff. Over this past year, Vicki Trottier and Robyn Cook-Ritchie have contributed greatly to the work of CLO – and we are the appreciative beneficiaries.

From the development of resources and tools, the delivery of both online and in person training, the sharing of important information in e-bulletins and newsletters, and to the enormous contribution made to the development of the Ontario Adult Literacy Curriculum Framework – in all that they do, the staff of CLO strive for excellence. For their efforts we are truly grateful.

I would also like to thank my fellow Board members for making my job interesting and for keeping me on my toes! I truly appreciate and value your contribution to the work of the Board.

At the end of my message in last year's annual report, I mentioned the challenges community-based literacy programs faced regarding the need for sustained funding. I believe CLO played a significant role in ensuring community-based programs did receive an increase in the Ontario government's 2011 budget. CLO staff worked hard to increase awareness about the critical need for funding, and produced a fabulous report titled *Literacy: A Great Investment*. The report stressed the need and the importance of government investment in literacy, and the link between low literacy and unemployment, poverty, income and health to civic engagement, justice, the economy, and workplace health and safety – just to mention some out of the twenty reasons that were highlighted in the report. The report was very well-researched, well-written and distributed widely across the province.

I strongly believe CLO's involvement in informing and encouraging the government to invest in community-based literacy programs, including writing letters to Minister Milloy (MTCU) and Minister Finley (HRSDC), not only increased awareness of the funding issue but had a direct impact on the positive outcome.

In closing, I would like to stress the importance of CLO's role as a provincial organization for community-based literacy programs across Ontario. CLO activities enhance the work that they do, and the result is all are more effective and efficient. Programs are better able to build capacity and meet the needs of participants, volunteers, staff and Board members. As well – CLO gives community-based literacy programs a collective voice and presence in Ontario, and in so doing, provides strength as all community-based literacy programs face the future and any challenges that may lie ahead.

Barbara McFater

Chair, Board of Directors of Community Literacy of Ontario





Annual Report – 2010/2011

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, 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 **94** 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 and project funding from the Ministry of Training, Colleges and Universities under Employment Ontario. In 2010-2011 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.

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

Our Board of Directors

CLO is governed by a provincial Board of Directors who represent every region of Ontario. In 2010-2011, CLO's board members were:

Central Ontario

- ✓ Debra Barrett, Street Haven Learning Centre
- ✓ Barbara McFater, PTP Adult Learning and Employment Program (*Chair*)

Eastern Ontario

- ✓ Keith Harford, Prince Edward County Learning Centre
- ✓ Teresa Kerr, Trent Valley Literacy Association

Northeastern Ontario

- ✓ Susan Hughes, Literacy Council of South Temiskaming
- ✓ Lynne Zuliani, North Algoma Literacy Coalition (*Treasurer*)

Northwestern Ontario

- ✓ Johanna White, Red Lake District Adult Learning Centre

Southwestern Ontario

- ✓ Elizabeth Debergh, Wellington County Learning Centre (*Vice-Chair*)
- ✓ Lorraine Bergstrand, Haldimand Norfolk Literacy Council

Members-At-Large

- ✓ Sue Davidson, Ontario Community Support Association
- ✓ Marsha Roadhouse, Quinte Adult Day School (*Secretary*)

Our Staff

Core staff

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

Project staff

- ✓ Robyn Cook-Ritchie
- ✓ Vicki Trottier

CLO in 2010-2011

Our Business Plan Activities

CLO receives core funding from the Ontario Ministry of Training, Colleges and Universities. CLO's deliverables from our 2010/2011 business plan included:

- Delivered two online workshops on *Risk Management* (June 2010)
- Developed *Customer Service Quality Statements* (July 2010:
www.nald.ca/clo/resource/customer_service_quality.pdf)
- Researched and wrote a *Focus on Customer Service Newsletter* (October 2010:
www.nald.ca/clo/newslet/oct2010_customer_service.pdf)
- Researched and wrote a *Focus on E-Learning Newsletter* (December 2010:
www.nald.ca/clo/newslet/dec2010_e-learning.pdf)
- Researched and wrote a *Rapid Re-Employment and Second Career E-Communiqué* (February 2011:
www.nald.ca/clo/communiqué/2011feb.pdf)
- Researched our members' needs as a result of the implementation of the *Accessibility for Ontarians with Disabilities Act* and shared this information with MTCU (March 2011: See page 7 of
www.nald.ca/clo/newslet/2011April.pdf)
- Developed and circulated a sample *Preventing Workplace Violence and Harassment Policy* to help members meet the requirements of Bill 168 (May 2010 E-Communiqué:
www.nald.ca/clo/communiqué/may_2010.pdf)
- Circulated *Ontario Adult Literacy Curriculum Framework Updates* (ongoing:
www.nald.ca/clo/oalc.htm)
- Surveyed our members' needs and priorities
- 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

More CLO Activities

NEWSLETTERS

In 2010-2011 we produced four issues of CLO's newsletter *Our Voice*. To view these resources click on "newsletters" on the CLO website at www.nald.ca/clo



TRAINING

CLO delivered a wide variety of face-to-face and online training opportunities during 2010-2011. For example, in October 2010, CLO delivered a workshop on social media and literacy at the conference of the Mid North Literacy Network. We offered an online workshop on lifelong learning for literacy practitioners to the three northern regional literacy networks in November 2010.



In January 2011 we offered a webinar on charitable receipting practices. CLO presented a workshop on literacy and LBS programming to over 100 Employment Services managers at the Employment Ontario Managers' Forum in March 2011. During 2010-2011, CLO also offered diverse training opportunities on the Ontario Adult Literacy Curriculum. Many more training activities are described in the projects and business plan sections of this report.

E-COMMUNIQUÉS

CLO circulated 11 E-Communiqués to our member programs:
www.nald.ca/litweb/province/on/clo/communiqué.htm



CLO WEBSITES

Community Literacy of Ontario hosts four popular websites:

- Our *CLO* website: www.nald.ca/clo
- Our *Literacy Basics* online training website: www.nald.ca/literacybasics
- CLO's *Lifelong Learning for Literacy Practitioners* website: www.nald.ca/lifelonglearning
- CLO's *Literacy Volunteers Value Added* website: www.nald.ca/literacyvolunteers/



Evaluation of CLO's Services

Each year, we ask our member agencies to evaluate the services provided by Community Literacy of Ontario. Here are the evaluation highlights for 2011:

- 100% agencies find CLO communications useful (26%) or very useful (74%)
- 98% agencies felt that CLO's communication efforts provided information that increased their understanding and knowledge of key government/MTCU initiatives.
- 85% agencies reported that CLO's activities contributed to action items in their business plans or changed their way of doing business.

CLO members told us that our most useful activities are:

- Training (online and face-to-face)
- Resource production
- E-Communiqués
- Newsletters
- Promotion of community-based programs
- Information sharing
- Liaison with MTCU and other stakeholders
- Communications
- Ongoing support



Our members also strongly identified the following issues as their top needs in 2011/12:

1. Support for the implementation of the Ontario Adult Literacy Curriculum Framework
2. The need for increased core funding
3. Support for the implementation of the Employment Ontario Information Management System

CLO Honour Role Ontario Volunteer Service Awards

CLO was created in 1994. Since that time, we have always relied on the support of dedicated volunteers to help us carry out our mission.

The following people received *Ontario Volunteer Service Awards* under the Ministry of Citizenship's Volunteer Recognition Program for providing **FIVE or more years of volunteer services** to Community Literacy of Ontario. Thank you each and every one for your "*above and beyond*" support!

- Lindsay Kennedy, Vicki Trottier, and Sheila Vlachos (1999)
- Laurie DesLauriers and Margaret Maynard (2003)
- Jan Goatcher and Penny Smith-Jensen (2004)
- Valerie Sadler (2006)
- Joyce Bigelow and Denise Tremblay (2007)
- Linda Conley (2008)
- Carynne Arnold, Nick Bainard, and Chris Benninger (2010)
- Barbara McFater (2011)



CLO's Volunteers in 2010-2011

CLO's volunteers help with committee work, policy development, governance, advisory group work, and editing. In 2010-2011, a total of 17 volunteers contributed 1,075 hours to the work of CLO. The efforts of our volunteers results in an economic contribution to CLO of **over \$21,000 annually**.

Thank you for all you do!

Literacy Funding

Community Literacy of Ontario worked hard this year to continue to raise awareness within the provincial and federal governments about the need for increased funding for Literacy and Basic Skills agencies.

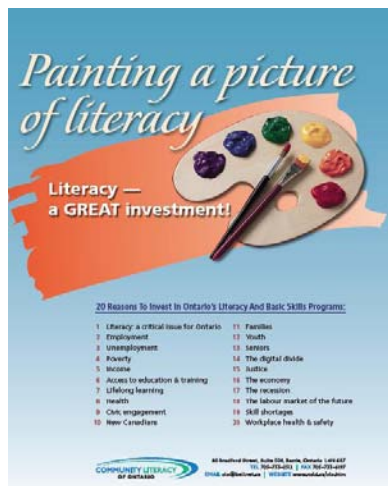
For this purpose, CLO researched, wrote and launched (on International Literacy Day 2010!) an extremely helpful resource called "*Literacy: A Great Investment.*" See:

www.nald.ca/clo/a_great_investment.htm

"*Literacy: A Great Investment*" paints a picture of the importance of literacy by:

- Sharing twenty reasons why literacy is a critical issue in Ontario
- Demonstrating the importance of investing in Literacy and Basic Skills programs
- Thanking the government for its two-year enhanced investment in literacy
- Raising awareness of the critical need for the enhanced two-year funding for LBS agencies to continue after March 31, 2011
- Showcasing the return on investment in community-based programs from this enhanced funding
- Overviewing the impact on community-based programs if this enhanced funding for literacy does not continue

This resource was widely used by our member agencies, literacy networks and many others to promote the importance of literacy to all levels of government.



Additional activities undertaken by CLO during 2010-2011 included:

- Shared information at MTCU's Service Delivery Advisory Group about the critical need for enhanced literacy funding
- Wrote letters to Minister Milloy, MTCU and Minister Finley, HRSDC regarding the need for enhanced literacy funding
- Surveyed community-based agencies about funding impacts
- Attended the *Literacy Reception* at Queen's Park hosted by the Ontario Literacy Coalition in October 2010
- Participated in Laubach Literacy Ontario's *Literacy Awareness Day* at Queen's Park in February 2011 and served on the planning committee
- Served on the *Public Relations Committee* of the Ontario Literacy Coalition
- Supported Regional Literacy Network activities

In March 2011, it was with great pleasure that CLO joined with our literacy colleagues to recognize the announcement from the Ontario government's 2011 budget, which included an investment in literacy of \$44 million over the next three years.

CLO Partners



Community Literacy of Ontario strongly believes in using a partnership model. We were pleased to link with the following organizations in 2010-2011:

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

AGM 2010

Community Literacy of Ontario held its AGM and Ontario Adult Literacy Curriculum Framework Overview Training on November 10, 2010 in Toronto.

We were pleased to welcome to 81 participants to our AGM and OALCF training day. Members heard the report from CLO's chair, overviewed CLO activities, reviewed the financial statements, approved changes to the bylaws, and elected the new board of directors. We were delighted to have Barb Simmons, Director of MTCU's Service Delivery Branch, as our guest speaker.

CLO honoured three retiring CLO board members: Carynne Arnold, Chris Benninger and Bert Providence. Thank you all for your strong commitment and ongoing support for CLO!

As well, our Office Administrator, Joan Beaudry, was recognized for 10 years of dedicated service to CLO. Thank you Joan for all you do!

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

- Chair – Barbara McFater
- Vice-Chair – Elizabeth Debergh
- Secretary – Marsha Roadhouse
- Treasurer – Lynne Zuliani

Prior to the AGM, table groups were held on a five important topics: (1) Language Instruction for Newcomers to Canada; (2) Literacy and Employment Ontario Partnerships; (3) Succession Planning; (4) Volunteer Management; and (5) Online Resources for Literacy Instruction. In addition, a resource fair was held where participants shared a wide variety of useful resources from their programs.

On November 9, 2010, CLO hosted *"Let's Talk Literacy"*. Over 40 literacy practitioners came together for a lively discussion on a wide variety of topics, including: program funding; workforce literacy; program capacity; innovative programming ideas; useful resources; learner management; and effective partnerships.

CLO also shared our new *Core Value Statements* at the 2010 AGM



- 1 Member-centred**
We are committed to understanding and responding to the diverse needs of member programs
- 2 Innovative**
We embrace innovation and seek creative approaches to support the literacy field
- 3 Collaborative**
We believe that by working together to support and promote lifelong learning we can achieve more than individuals working separately
- 4 Respectful**
We foster an environment that respects individuality and diversity
- 5 Accountable**
We strive for excellence and to exceed the expectations of our stakeholders

AGM 2011

Community Literacy of Ontario's 2011 Annual General Meeting will be held in Toronto on November 8, 2011.

In addition to the AGM, literacy roundtables and networking opportunities, CLO will deliver a workshop on November 8th that explores using the OALCF for the development of tasks and activities for learners on the independence pathway.

In conjunction with its AGM, CLO will also be offering a one-day workshop to introduce practitioners to new tools and resources being developed to support the OALCF. This workshop will be offered twice, once on November 7 and once on November 9, 2011.

CLO's audited financial statements are available to our members upon request. They will also be available at our AGM.

Organizational Capacity Resource Guide

As part of our *Capacity Institute and Resource Guide* project, CLO researched and wrote the extremely popular *CAPACITY PLUS: Organizational Capacity Resource Guide for Ontario's Community Literacy Agencies*.

This guide was so well-received, that it was downloaded a total of **20,795 times** between August 22, 2010 and March 31, 2011!

Topics covered were:

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

This guide was circulated in print format to community-based agencies, 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.

As part of our focus on the important area of customer service, CLO developed *Customer Service Quality Statements*. These statements can be accessed on the CLO website at:

www.nald.ca/clo/resource/customer_service_quality.pdf

CLO's Customer Service Quality Statements

- 1 Our literacy agency fosters a culture of customer service.
- 2 Our literacy agency provides a learner-centred, quality learning environment.
- 3 Our literacy agency provides initial and ongoing support to learners.
- 4 Our agency honours the privacy of our customers.
- 5 Our literacy agency values respect, inclusion and accessibility.
- 6 Our literacy agency knows who its key customers are and actively solicits their feedback.
- 7 Our literacy agency seeks to regularly improve our customer service practices.
- 8 Our literacy agency has a formal customer complaint and resolution process.
- 9 Our literacy agency is actively involved in our community to ensure effective referrals and service coordination.
- 10 Our literacy agency has effective communication practices that reflect our commitment to excellent customer service.

To access CLO's detailed statements, see:
www.nald.ca/clo/resource/customer_service_quality.pdf

COMMUNITY LITERACY OF ONTARIO

Online Promotion of Literacy to Employment Ontario Partners

6 Online Literacy Presentations

Do you have questions about adult literacy and adult literacy education in Ontario?

Are you a literacy practitioner who is looking for ways to share clear and easy-to-understand information about the work you do with stakeholders, partners, funders and friends of literacy?

Community Literacy of Ontario has created six online audio-visual presentations about literacy.

The presentations are informative, easy-to-access, and cover the following topics:

1 What is Literacy?	4 Making Referrals
2 Recognizing Literacy	5 Literacy and Employment
3 Literacy and Basic Skills in Ontario	6 Learner success stories

Hurry on over to the CLO website at www.nald.ca/clo/presentations.htm and click on the first presentation you would like to view.

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 and increase awareness about the importance of Literacy and Basic Skills programming.

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

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

These online presentations are available at:

www.nald.ca/clo/presentations.htm

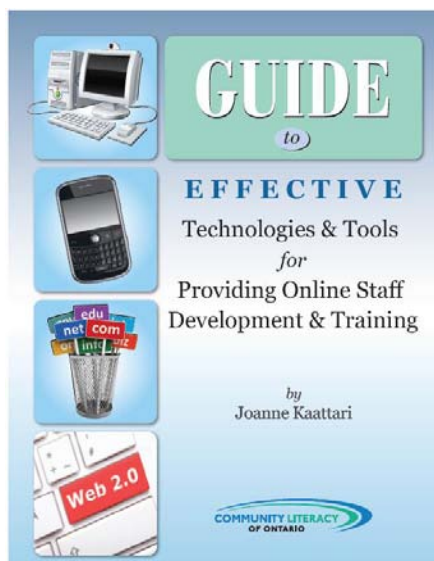
Guide to Effective Technologies

CLO has been funded for an innovative project called *Guide to Effective Technologies for Providing Online Staff Training*. In this project, CLO is researching digital technologies used for providing staff training within the Employment Ontario delivery network and in the broader education sector. We are conducting key informant interviews and extensive internet research. Based on our research, CLO is writing a *Guide to Effective Technologies for Providing Online Staff Training*.

CLO's guide will cover the following topics:

- ✓ An overview of common technologies used for providing online training to staff, including blogs, e-books, online videos, podcasting, slide sharing, social networking, webinars, wikis, and more
- ✓ Concrete examples of these technologies in action in various organizations across Ontario and beyond
- ✓ A summary of the benefits and challenges of delivering online training to staff

A copy of this helpful guide will be mailed to our members and it will also be freely available on our website. This project was funded under the Ministry of Training, Colleges and Universities' Employment Ontario Network Development Fund. It started in January 2011 and will be complete in September 2011.



Best Practices in Online Learning

Community Literacy of Ontario's project, *"Best Practices in Online Learning for Adult Literacy Students Learning at the Lowest Levels of Literacy"* is well underway.



The main goal of this project is to research how online learning for adult learners at the lowest literacy levels is being delivered in Ontario's community literacy agencies and beyond. We are also assessing the benefits, barriers, strategies and best practices regarding adult learners and digital learning.

During the research phase to date, CLO conducted 25 key informant interviews and held several online and in-person focus groups. We engaged in 20 program visits across the province to meet with literacy practitioners, E-Channel providers and learners to discover first-hand the successes and challenges. CLO is also carrying out extensive print and online research.

Midway through the project, CLO held an online resource fair with over 25 literacy practitioners to share some of the online learning resources identified during the research phase. This online resource fair was the first of its kind and was a great success.

Based on our research, CLO is writing a resource guide that summarizes the research and best practices. We are also developing an annotated list of helpful online instructional resources as identified by literacy instructors during the research.

Both the resource guide and list will be available on our website, and the resource guide will also be distributed in hard copy to community-based literacy agencies in December 2011.

This project is funded by the Ontario Ministry of Training, Colleges and Universities and runs from January 1, 2011 to December 31, 2011.

CLO's Ontario Adult Literacy Curriculum Framework Projects

Throughout 2010/11 Community Literacy of Ontario was funded by MTCU to conduct Ontario Adult Literacy Curriculum Framework (OALCF) project work that included product development and training development and delivery. CLO has also been funded for OALCF projects in 2011/12. The following provides an overview of our OALCF project work.

Sector/Stream Input Project (2010–2011)

As part of a provincial working group made up of representatives from MTCU and sectoral and stream networks, CLO provided feedback into the development of the Ontario Adult Literacy Curriculum Framework, guideline components, and related documents, tools and resources. During 2010/11, CLO staff provided in-depth input into all aspects of the OALCF.

The resulting Framework and support tools are available at:

www.tcu.gov.on.ca/eng/eopg/oalcf/index.html

Fall 2010 Overview and Spring 2011 Implementation Training Development Project (2010–2011)

Community Literacy of Ontario developed the training package for the *Overview Training* of the Ontario Adult Literacy Curriculum. CLO's training package was used by trainers in all sectors and streams. CLO also provided *Overview Training* sessions for the trainers from all sectors and streams. The *Overview Training* was delivered by the individual sector and stream organizations in the fall of 2010.

As part of this project, CLO also developed the training package for the *Implementation Training* for the Ontario Adult Literacy Curriculum Framework. The *Implementation Training* was delivered by the individual sector and stream organizations in the spring of 2011. In addition, CLO provided *Implementation Training* sessions for the trainers from each sectoral and stream organization.

Resource Guide: *Popular Resources Supporting the Transitioning of Adult Learners with Independence or Employment Goals (2010–2011)*

As part of its OALCF projects, CLO 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*".

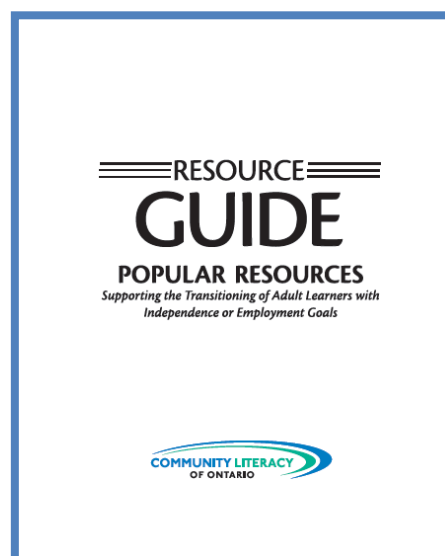
Topic areas included are:

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

This resource was circulated to member agencies in June 2010 and is also available online at:

www.nald.ca/clo/resource/resources_guide.pdf

CLO's "Popular Resources" were indeed popular! This resource was downloaded from our website a total of **11,041 times** between June 2010 and March 2011.



Fall 2010 Overview Training Delivery Project (2010-2011)

On November 10, 2010, CLO held its face-to-face Ontario Adult Literacy Curriculum Framework *Overview Training* session in Toronto. In order to increase access to the training, CLO also held two OALCF *Overview Training* sessions online on Centra on November 17th and 25th. Between these three CLO training sessions, practitioners from a total of 81 community-based agencies participated in OALCF *Overview Training*.

The *Overview Training* introduced community-based practitioners to the key concepts and features of the Ontario Adult Literacy Curriculum Framework. The training was a foundational piece to the OALCF *Implementation Training* that took place in spring 2011.

CLO's online training was recorded and is available on Centra at www.e-channel-login.ca under "Public Recordings".

In addition to the full workshops mentioned above, CLO also offered *OALCF Highlight* workshops at the conferences of Laubach Literacy Ontario and the Ontario Literacy Coalition.



Spring 2011 Implementation Training Delivery Project (2011-2012)

Community Literacy of Ontario was pleased to deliver face-to-face OALCF *Implementation Training* through six regional two-day training sessions in May and June 2011. Workshops were delivered in Thunder Bay, Cambridge, Kingston, Toronto, London and Sudbury. CLO provided training to 102 community-based agencies (185 participants) and 16 regional literacy networks (24 participants).

CLO will be putting our *Implementation Training* online in the fall 2011 to allow even greater access to this training for practitioners who were unable to attend the spring training sessions. These online resources will also be useful for volunteer tutors.

Fall 2011 Implementation Training Development Project (2011-2012)

Community Literacy of Ontario has been funded to develop a second OALCF *Implementation Training* package to introduce practitioners to new tools and resources being developed to support the OALCF. CLO's training package will be used by trainers in all sectors and streams. In conjunction with the development of the training package, CLO will provide a training session for the trainers from all sectors and streams. The second *Implementation Training* is scheduled to be delivered by the individual sector and stream organizations in the fall of 2011.

Fall 2011 Implementation Training Delivery Project (2011-2012)

Community Literacy of Ontario will deliver the second OALCF *Implementation Training* to community-based literacy practitioners through a full day workshop that will take place face-to-face in Toronto in November. The one-day workshop will be offered twice, once on November 7 and once on November 9, in conjunction with CLO's Annual General meeting on November 8 which will offer additional OALCF training focusing on learners on the Independence Pathway.

CLO will be hosting the Fall 2011 *Implementation Training* online, later in November 2011, to allow even greater access to this training for practitioners and volunteer tutors who were unable to attend the face-to-face workshop.



Milestones Online Training Project (2011-2012)

CLO has been funded to develop and field test online training on milestone assessment and its fit with current assessment tools and practices. This project is still in the preliminary stages and field testing will be conducted in early March 2012. More information will be provided as it is available.

Organizational Members

- Action Read Community Literacy Centre (Guelph)
- Adult Language and Learning (Chatham)
- Adult Learning & Training Centre (Smith Falls)
- Adult Learning Centre (Owen Sound)
- Alexandra Park Neighbourhood Learning Centre (Toronto)
- Alternative Learning Styles & Outlooks (Ottawa)
- Atikokan Literacy Inc.; Reading Plus
- Barrie Literacy Council
- Blind River Learning Centre
- Brant Skills Centre
- Bruce Peninsula Adult Learning Centre
- Centre Alpha River Nord (Elliot Lake)
- 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 & Skills–Kingston and Napanee
- Lake of the Woods Adult Learning Line (Kenora)
- Lakeshore Area Multi-Service Project Inc.
- LAWN Adult Learning Centre (Sturgeon Falls)
- Learning Centre for Georgina (Keswick)
- Literacy Council of Brantford & District
- Literacy Council of Durham Region
- Literacy Council of Niagara West
- Literacy Council of South Temiskaming
- Literacy Council York-Simcoe
- Literacy Council York South
- Literacy London
- Literacy North Halton
- Literacy Plus/Renfrew County Community Upgrading Program
- Literacy Society of South Muskoka
- Massey Learning Centre
- Midland Area Reading Council
- Next Step: Literacy Council of South Simcoe
- 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
- 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
- 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)
- The Adult Literacy Council of Greater Fort Erie
- The Literacy Council of Burlington
- The Literacy Group of Waterloo Region
- Tillsonburg & District Multi-Service Centre
- Timmins Learning Centre
- Toronto Centre for Community Learning & Development
- 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)
- YWCA Literacy Services (Huntsville)
- 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
- Deaf Literacy Initiative
- Fanshawe College
- Laubach Literacy Ontario
- LBS College Sector Committee
- Literacy Link Eastern Ontario
- Literacy Link Niagara
- Literacy Link South Central
- Literacy Network of Durham Region
- 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
- Tri-County Literacy Network
- Western Quebec Literacy Council