



Newsletter

Fall 2015 Edition

Tri-County Literacy Council is a community-based, non-profit organization that enriches both community and individuals by addressing literacy needs

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Now is the Time to Call

Dina McGowan, Executive Director

September is a funny time of year. We are unsure of the weather, not always clear on what to wear (nights can be quite cool) and sometimes find ourselves dragging our feet as we know a new season is approaching. The days are getting shorter and it's hard to embrace the fact that summer is over. Holidays have ended for most people, the children are back at school, and new schedules emerge. Thoughts about swimming, sun tanning, and building castles in the sand are replaced with thoughts about early registration into ones program of choice. Of course, the wardrobe often changes and the realization we are back to "normal" sets in. Indeed September is funny. We dread the thought of leaving the fun of summer behind, while we welcome the excitement of new and interesting challenges in our lives.

You can see that we "get it", when you come to Tri-County Literacy Council - be it for the first time or when you return. Getting back to a routine is not always easy, especially at this time of year. Those warm days are often beckoning us to stay outside while somewhere deep inside of us is the yearning for continuous learning. September is like a built-in clock that reminds us to cross over to new adventures, to enroll in some new endeavour, to make life changes that will augment those impending winter activities.

We look forward to seeing you at Tri-County Literacy Council. It is our promise to ease you into a new schedule and take things at a reasonable pace. **We urge you to join us soon as possible, as classes fill up quickly. Also, since the training is usually offered at times when the market is looking for trained employees, the time of your enrollment may be critical.** It doesn't cost nor hurt to make an inquiry about the programs we intend to offer this year. Keep in mind you may:

- train in any of our occupational programs;
- seek an educational assessment;
- prepare for your G.E.D.;
- upgrade your Literacy Basic Skills;
- enroll your children in the Community Homework After-school Program (C.H.A.P.);
- apply to do a placement from several college programs; and/or train to become one of our many volunteers.

At Tri-County Literacy Council we have something for everyone. It's September and I believe you know it's time to make that call (613-932-7161).

Learner Feedback

Eric Heward,
Information Management Systems Coordinator

I would like to take the opportunity to thank all of our previous learners who provided feedback for our scheduled follow-up periods. Your input has allowed the agency to keep track of your progress, as you leave our programs to reach your respective goals.

Since beginning as the new Information Management Systems Coordinator, I am glad to say that **the vast majority of the learners I have contacted have found employment related to their goals and aspirations.**



It is very encouraging to hear our former students tell us their great news.

Follow-up calls are often necessary in agencies such as ours as they provide the Ministry of Training, Colleges and Universities with the information required to continue the financial support of the agency.

It is your continued support, from not only your attendance, but also your continued feedback, which keeps our doors open to provide for the literacy needs of our community.



To all students who I have yet to reach, I will be contacting you after 3, 6, and 12 month's time, following your program. However, please feel free to contact us at your earliest convenience to provide your feedback. We always welcome any updates you might have about your progress, and you can use this time to inquire about upcoming courses, get referrals to other agencies, or simply say hello.

Once again, thank you for your continued co-operation in the follow-up process. **It is fantastic to hear of your continued success.** We look forward to hearing from all of you.

Tri-County Literacy Council offers FREE training programs (from Literacy Basic Skills to Occupational courses) in the environment that best suits your learning style and goals. We provide:

- One-on-One Tutoring
- Small Group Classroom

Courses are offered at various times of the year, depending on labour conditions and learner needs.

Visit our website regularly; to learn about the latest FREE courses being offered, or call 613-932-7161.

The Assessment Process

Carolyn Eva, Educational Assessor & Interim Coordinator of Volunteers

Fall is a great time to think about upgrading your skills. Whether your goal is to improve your chances of employment, pass your GED (General Educational Development) test, or be better able to help your children with their homework, the assessment office at **Tri-County Literacy Council is your FIRST STOP. Making an appointment for an assessment is easy - all you have to do is phone us at 613-932-7161.** You don't need to have a formal referral from another agency. All you need is a desire to learn and improve your skills.

It is normal to be a little nervous when you begin the assessment process, most people are nervous when beginning something new. Your appointment begins with an interview with me - the assessor.

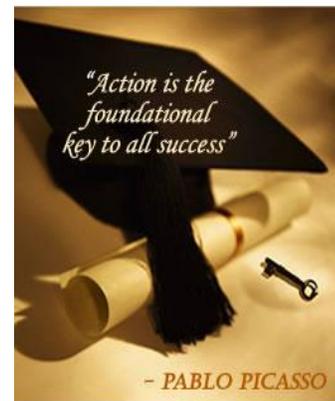
This involves sitting together and talking about your background, experiences at school and work, and most importantly your learning goals. It helps to have a general idea of what your goals are, so that we can look at how we can help you reach these learning objectives.

The next step is testing. I use a combination of tools and methods to gather valid, reliable, and relevant information about your strengths, as well as the areas you may need to work on. Your results give me clues about your learning style and needs.

Next we discuss program options. Together, we decide the best program option for you and it is at this time that I have the opportunity of answering any questions you might have.

Returning to school?

Call 613-932-7161 for a
FREE Educational Assessment



Volunteers are the Foundation of our Organization

Carolyn Eva, Educational Assessor & Interim Coordinator of Volunteers

We are always looking for kind, selfless, dynamic people who are willing to give of their time and share their talents to help others.

In order to support our tutors, we offer a variety of workshops and training sessions. This fall, we will once again be offering our Tutor Training workshop. This training is beneficial to anyone who is interested in working with our learners as a tutor, as we cover important tutoring concepts including:

- learning styles;
- learning disabilities;
- organizing sessions;
- strategies for motivation;

- goals;
- developing lesson plans; and more!

This training is also appropriate for current volunteers who have not yet taken the training, as well as those who would like to refresh their skills.

Also, this fall we will continue to offer our Tea & Talk for Tutors sessions. These sessions are aimed at all tutors associated with Tri-County Literacy Council. The goal of these sessions is to bring tutors together to share ideas, resources, and knowledge in a semi-facilitated group. These are always interesting sessions and I encourage all of our tutors to attend.



Our Mandate

Tri-County (Stormont, Dundas & Glengarry) Literacy Council is a community-based, non-profit organization. Our mandate is to enrich both our community and individuals by addressing literacy needs. To do this, we assess learners, help them set goals and provide necessary help in reading, writing, basic math, and computer skills. We recruit volunteers from the community to assist learners in meeting their personal, employment and social goals. This method of instruction can be one-on-one with a tutor, or in a small group. Our services are easily accessible and designed for ongoing growth and expansion. Documenting learning outcomes monitors progress.

Community Homework & After-school Program

Eric Heward,
Information Management Systems Coordinator

Tri-County Literacy Council is happy to announce that funding has been approved for the Community Homework and After-school Program (CHAP) for the 2015-2016 school year!



Starting this October, CHAP will be available to help elementary school-aged children with their:

- academic;
- physical; and
- social growth.

For over a decade, Tri-County Literacy Council has been able to provide the CHAP, due to the generosity and support of the Royal Bank of Canada.

This is a free program (there is a \$20 donation for supplies) for families with children in Junior Kindergarten to Grade 8.

CHAP will begin in October and run to the end of May, Monday through Friday from 3:00 p.m. to 5:00 p.m. Registrations will be ongoing throughout the year, as space permits. Please call 613-932-7161 to register.

Another great aspect of CHAP is that it allows high-school students to volunteer in the program, in order to fulfill their community volunteer hours. CHAP prides itself in giving student volunteers the opportunity to grow and learn from the teachers as they move on to a brighter future. If interested in volunteering with CHAP, please call 613-932-7161.

As in previous years, Tri-County Literacy Council is excited to bring a positive learning experience to the children of the community. We hope to hear from you soon!



LBS Students are recognized for their Writing Ability

Nancy Pilote, Literacy Instructor

In the Literacy Basic Skills (LBS) class, students' level of knowledge varies. Individuals advance at their own pace, while moving toward their goal.

Goal paths include:

- General Educational Development (G.E.D.) preparation;
- employment;
- apprenticeship;
- secondary and post-secondary education; and
- independence.

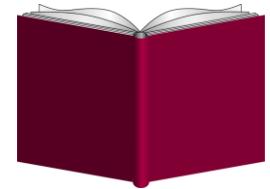
This educational upgrading is measured by milestones. These are progress indicators which

are goal-related assessment activities that learners complete to demonstrate their abilities to carry out goal-related tasks.

According to Statistics Canada, literacy is fundamental for learning in school. It has an impact on an individual's ability to participate in society and understand important public issues. It also provides the foundation upon which to build needed labour market skills.

In March of this year, Tri-County Literacy Council's LBS students participated in the Literacy Link

Eastern Ontario Learner Writing Contest. Students wrote a story, based on their writing level, and were inspired by the winning photograph of a previous content. **Tri-County Literacy Council is proud to announce, 2 contest winners were from its very own LBS class** - namely, Roxanne Peters, Runner Up for competency B2.3 (write longer texts to present information, ideas and opinions), and Wendy Eslinger, First Place winner for competency B2.2 (write texts to explain and describe information and ideas). Winners were also awarded a monetary gift. Congratulations!



Sponsor a Book

If you would like us to purchase a book or a resource in memory of someone, or as a special gift like a birthday or retirement, we will place a nameplate in the book. It will read that you donated it and include the name of your chosen person.

The book will be placed in our Lending Library.

As well as, giving a gift to your friend, you will be giving the gift of literacy to a learner.



Pictured left to right: Nancy Pilote - Literacy Instructor, Roxanne Peters - LLEO Writing Contest Runner Up, Wendy Eslinger - First Place winner, Carolyn Eva - Literacy Assessor

**Tri-County
Literacy Council
Board of Directors**

Carol Potts,
Chairperson

Shirley Fraser,
Treasurer

Catherine Levac,
Secretary

Angus Kelly,
Property Manager

Barbara Petepiece,
Member at Large

Dina McGowan,
Executive Director

**Tri-County
Literacy Council
Staff Members**

Dina McGowan,
Executive Director

Carolyn Eva,
Literacy Assessor

Eric Heward,
Information
Management
Systems

Carol Anne Maloney,
Coordinator of
Volunteers

Danielle Bray,
Business Development
Coordinator

Nancy Pilote,
Literacy Instructor

Ruth Laplante,
Bookkeeper

Material Handler/Warehouse Worker Training

Nancy Pilote, Literacy Instructor

Tri-County Literacy Council is presently offering its popular Material Handler / Warehouse Worker certificate program.

Such workers are in great demand, as Monarch Supply Chain Management (SCM)/Walmart has purchased the Target warehouse and estimates hiring approximately 1,000 employees within the next 6 months.

In this FREE 8-week pre-employment training course, men and women, learn industry-related Essential Skills that will enable them to be successful as an entry-level Material Handler/Warehouse Worker. Course topics include:

- Safety;
- Tools of the Trade;
- Report Reading;
- Measurement;
- site visits;
- guest speakers; and more.

A recent site visit to the Benson warehouse enabled this session's students to view a warehouse setting in action.



Pictured: Nancy Pilote - Literacy Instructor (orange shirt),
Tim Hardiman - Benson warehouse (striped shirt),
Warehouse Worker/Material Handler learners

Should you or someone you know wish to take advantage of this free training, call 613-932-7161 today.

Retail Associate Training

Danielle Bray,
Business Development Coordinator & Literacy Instructor



Tri-County Literacy Council is offering its popular Retail Associate training program. In this 8-week course topics include:

- The World of Retail;
- Customer Service;
- Store Procedures;
- Sales Techniques;
- practice interview;
- site visits
- guest speakers; and more.

In this course, participants learn the Essential Skills to be successful in the Retail Sector and build their employment portfolio. This program is ideal for anyone planning to work at a retail business such as a clothing or grocery store.

A variety of learners, including those planning to enter the workforce for the first time, people changing careers, and individuals wishing to strengthen Essential Skills will benefit from this course.

If you're a "people person", this training is for you. Call 613-932-7161 for more information.

Be the First to Know About Free Courses

Danielle Bray,
Business Development Coordinator & Literacy Instructor

Receive instant notification of Tri-County Literacy Council's FREE occupational training courses by entering your email address in the Follow box *found at the bottom right corner of any of our website's pages* at www.tricountyliteracycouncil.ca (Click Follow, enter your email address and click the Sign me up button. You may unsubscribe at any time.)

Available courses may include:

- Warehouse Worker;
- Retail Associate;
- Landscaping & Grounds Maintenance Labourer;
- Skilled Trades Helper;
- Basic Computer training;
- Essentials for Work;
- Hospitality; and more.

Tri-County Literacy Council

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PHONE:
613-932-7161

FAX:
613-932-5121

We're on the Web!

See us at:

www.tricountyliteracycouncil.ca

Visit our website regularly; to learn about the latest FREE courses being offered.

Essential Skills are the skills people need for work, learning, and life. They provide the foundation for learning all other skills and are the cornerstone of lifelong learning.

There are 9 Essential Skills:

1. Reading
2. Document Use
3. Numeracy
4. Writing
5. Oral Communication
6. Working with Others
7. Thinking
8. Computer Use
9. Continuous Learning

Customer Service Quality Statements

Tri-County Literacy Council



WE HELP ADULTS

1. Our literacy agency fosters a culture of Customer Service
2. Our literacy agency provides a learner-centered, quality learning environment
3. Our literacy agency provides initial and ongoing support to learners
4. Our literacy agency honours the privacy of its 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 its Customer Service practices
8. Our literacy agency has a formal customer complaint and resolution process and encourages customers' compliments
9. Our literacy agency is actively involved in the community to ensure effective referrals and service coordination
10. Our literacy agency has effective communication practices that reflect its commitment to excellent Customer Service



United Way Centraide
Stormont, Dundas & Gleng

