



Newsletter

Winter 2017/18 Edition

EMPLOYMENT ONTARIO

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MAESD Site Compliance

Geraldine (Dina) McGowan (B.A., B.Ed.), Executive Director

It is evident throughout this newsletter the staff of Tri-County Literacy Council has been very busy. The agency must respond in meaningful ways in order to serve the needs of the learners and the community at large. How do we define “meaningful ways?” We define and measure meaningful in terms of the agency’s effectiveness and efficiency.

One way to look at effectiveness is to consider the training offered by the agency and whether it leads the learner into something beyond what he/she is currently undertaking. The training may lead to entry into programs offering higher education, entry level employment opportunities, volunteer work, apprenticeship training and/or into an increased level of independence. In order to achieve this goal the agency assesses learners to identify their current skill levels. Other learning requirements, like learning styles are identified, as well as any psycho/social and/or medical needs. It is a comprehensive assessment that results in a learning plan designed to aid the learner in reaching their selected goal(s). Learners embark on a goal path and the resulting training is designed to close any gaps and to overcome any barriers to achieving the desired outcome(s). How do we know this is taking place?

To ensure the training is doing what the agency proposes requires an examination of the progress made by the learner while in a training program. The Ministry of Advanced Education and Skills Development (MAESD) measures

progress by looking at the percentage of learners completing milestones. Milestones represent an array of tasks learners complete during their training to demonstrate their ability to transfer skills learned in the classroom to real life activities. The administration and marking of these milestones is prescribed by the Ministry. Tri-County Literacy Council takes learning a step further by having learner’s complete comprehensive final projects in the occupational training programs, as a graduation requirement. These projects represent a culmination of the many skills learned throughout their training, and may result, in a classroom presentation, demonstration, poster board etc. Learners in the One- on-One Tutoring Program and the LBS and GED programs, who generally require longer training periods, develop portfolios to house the “best” of their work including any additional certificates and/or courses taken within and/or outside of their immediate training. Other measurements include culminating tasks (much more difficult than a milestone) and the completion of the goal path. Completion of a goal path includes successful completion of the necessary learning activities (tasks undertaken to provide the skills necessary to complete milestones and culminating tasks) needed for the successful completion of milestones and culminating tasks.

Another component of effectiveness is learner suitability. This assures the Ministry the agency is serving its intended learners. Many factors determine suitability including education

MAESD Site Compliance (Continued)



Pictured (left to right):
Kathleen Eveleigh, Pina Gilmour

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
employment, personal,
and social goals. This
method of instruction
can be one-on-one with
a tutor, or in a small
group classroom. Our
services are easily
accessible and
designed for ongoing
growth and expansion.

level attained, source of income, time out of school/training, age, history of interrupted education, person with disability, indigenous person, deaf, blind and francophone. Additional identifying features are contained within each category. The agency receives a score for each of these features as well.

There are two other components of effectiveness. Customer Service is rated by examining the number of learners willing to recommend the training to others. Ratings are from one to five. The agency receives a score when a learner chooses either a four or five meaning they will generally or strongly recommend the program to others. The final dimension of effectiveness is Service Coordination. This dimension has several indicators that support referring learners into the program and out to other programs or services. Like the other components of effectiveness, Service Coordination also receives Ministry points once confirmation of the referrals is achieved. Confirmation may mean registered and/or participating in other training because of the Literacy Basic Skills program service provider.

The effectiveness score is combined with an efficiency score. The Ministry measures efficiency by looking at the percentage of learners with either an active or a closed learner plan within the same fiscal year against what the agency said it would achieve on its business plan and its agreement with MAESD. These combined scores provide both the agency and the Ministry with a Service Quality Score that can be compared with other service provider scores in Eastern Ontario and Ontario. These scores are released to the agency on a monthly basis and every two years Ministry representatives visit the agency to perform a comprehensive in-house Site Compliance visit.

The agency completed a Site Compliance visit with Ministry representatives Pina Gilmour and Kathleen Eveleigh on December 4, 2017. Prior to the visit, agency staff worked with myself to complete a series of questions (and there are many) that require “proof” the agency is abiding by the Ministry Guidelines. Questions centre around several topics including: General Questions (i.e. adherence to Visibility Guidelines, responses to learner feedback etc.), Service Delivery (assessment strategies, learner plan development, types of instruction etc.), Data Integrity and Privacy (how we effectively use and manage data, processes and procedures for entering data, a description of how the agencies uses its reports etc.), Financial Management (how the budget is managed, financial analysis and program planning, process for procuring goods and services etc.), Performance Management (systems and processes to meet the site’s performance goals, examples of improvements based on the site’s analysis of data etc.) Reporting (processes in place to ensure mandatory reporting requirements are submitted by their deadlines) and Service Coordination (tracking systems for learner referrals, description of the site’s Information and Referral structure, description of formal coordination relationships etc.). The visit takes place over a one-day period. Random files are inspected and learners and tutors representing various programs are interviewed. Upon completion of the site visit, we await a letter from the Ministry to determine whether the performance of the agency met with the consultant's expectations.

I have included the letter recently received from the Ministry (Appendix A). As you can see, the only requirement of the Ministry was to make a small edit on

MAESD Site Compliance (Continued)

the website. I was assured it was a minor edit and I was told of it just prior to the start of the visit. It is complete. We are ecstatic! We passed with flying colours. Once again, you can be proud to be part of an organization that can prove it is making meaningful differences in the lives of the people it serves.

For now, Merry Christmas and best wishes for a happy, healthy, and prosperous New Year.

Choices Program

Carol Anne Maloney (B.A.Sc.), Coordinator of Volunteers

This fall, Tri-County Literacy Council was pleased to offer a new training program called "Choices". This program was designed to build on participants' self-confidence, identify positive personality traits, improve communication skills and strengthen the ability to work with others. The training was a success with many students participating.

Throughout the training we were fortunate to have many interesting guest speakers who generously donated their time and knowledge with students. Betty Healey helped students discover what they want to attract to their lives and how to make it happen. Every learner received her popular book *Roadsigns 2*. Angele D'Allessio from the Canadian Mental Health Association spoke about keeping our mind and spirit healthy. Hugh McAlear, a Tri-County Literacy Council volunteer, provided students with strategies to keep motivated. Dietician, Jessica Lefebvre from the Eastern Ontario Health Unit illustrated how to read food labels and helped students get the most for their money.

Students graduated on October 19, 2017. To celebrate the occasion, one of the students wrote a poem called "Choices".



"Choices" graduates

Choices

*To you did it,
You completed it,
You challenged it,
Put your heart in it
You have your goals.*



*I say "bravo",
The world awaits each of you,
"Remember" you are a force to be
reckoned with,
Success awaits you,
Just around the corner.*

*You have weapons,
You have knowledge and wisdom,
The teaching of the course behind you,
Include determination.
You can be sure to succeed.*

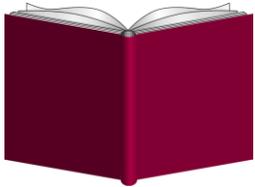
*Action is now needed,
It speaks louder than words,
In your mind and hearts,
There is an echo.
"I completed it."
I challenged it.
I put my heart in it,
Now I am a success,
I completed the course,
Called "Choices".*

Tea & Talk for Tutors

Carol Anne Maloney (B.A.Sc.), Coordinator of Volunteers

At Tri-County Literacy Council, one of the areas that individuals volunteer for is the One-on-One Tutoring Program. In this program students are truly dependent on the kindness of a stranger. Volunteers work one-on-one with an adult learner to improve his/her basic literacy skills, using interesting and relevant materials and techniques.

Periodically, program volunteers gather for a "Tea and Talk". This is an opportunity to meet other one-on-one tutors and learn about a new resource or strategy that may help their student. At the last Tea and Talk, tutors learned about a free online resource called the Learning Hub (<https://learninghub.ca>). Designed for adults, this website offers numerous free courses on a variety of engaging topics. Check it out! You will be impressed.



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.



Tutors gathered for "Tea & Talk"

Annual Christmas Open House

**Danielle Bray (Cert. Hons., e-Business Web Developer),
Business Development Coordinator**

On December 14th, Tri-County Literacy Council kicked off the Holiday Season with its annual open house called "Everything Sweet". Staff, volunteers, as well as past and present learners enjoyed a variety of treats and prizes. We were fortunate to receive a visit from a very special guest.

Thank you Mrs. Claus. It wouldn't be Christmas without you.



Microsoft Word for Work

**Danielle Bray (Cert. Hons., e-Business Web Developer),
Business Development Coordinator**

On Thursday, November 30th, learners of the Microsoft Word program received their well-earned certificates.



Microsoft Word graduates

Topics included:

- Basic Computer Overview
- Keyboarding
- Document Formatting
- Popular Features
- Saving Files

As most participants were on an employment goal path, linking with community partner Job Zone d'emploi was also made possible, when learners met guest speaker France de Repentigny.

A focus on how the agency can help clients obtain work references was much appreciated.

Those wishing to add the Health and Safety Awareness certificate to their employment portfolio had the opportunity to do so during the program, as well.

This employment-related hands on training enabled learners to develop a resume and Job Search Table. More advanced activities included the development of a calendar page, telephone message pad, and poster for those who may wish to advertise a small business.

Computer Use being one of the nine Essential Skills identified by the Government of Canada as being necessary for success at work and in daily life, Tri-County Literacy Council is happy to offer this popular program at various times of the year.

For more information or to register for the next session, call 613-932-7161.

Learner testimonial

"I recently lost my job after 20 years and needed to brush up on my computer skills to make a career change. I am now confident when it comes to using a computer and Microsoft Word.

It (taking courses) is a great way to learn new skills or brush up on old ones. The instructor was patient, willing to answer questions and explain things again, if you needed her to."

**- Amy Lalonde,
Microsoft Word for Work
graduate**





NEW PROGRAM: Email 101

**Danielle Bray (Cert. Hons., e-Business Web Developer),
Business Development Coordinator**

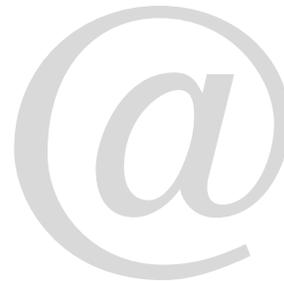
If you feel “behind the times” when it comes to technology and would like to learn to use electronic mail, Tri-County Literacy Council is launching a new training program called “Email 101”.

- Popular Features
- Contacts
- Etiquette & Safety
- Folders
- Attachments
- Links to Other Free Community Resources

Whether you would like to submit your resume to potential employers or connect with family and friends, **email is a very useful and powerful tool!**

Call Tri-County Literacy Council at 613-932-7161 to register for this free training program. Note: this class is expected to fill quickly. Seating is limited.

Electronic mail/email can be a professional or fun way to send mail fast, using colour, different fonts and sizes, as well as pictures, documents, and hyperlinks to online content such as websites or videos! Course topics include:



Tri-County Literacy Council Board of Directors

Barbara Petepiece,
Chairperson

Shirley Fraser,
Secretary

Angus Kelly,
Treasurer

Denise Paquette,
HR Consultant

Catherine Levac,
Member at Large

John Parsons,
Member at Large

Dina McGowan,
Executive Director

Welcome back

**Danielle Bray (Cert. Hons., e-Business Web Developer),
Business Development Coordinator**

It is with pleasure that we welcome Eileen Hyland back to the Tri-County Literacy Council team, as she re-enters the workforce on a part-time basis, being a recent retiree.

Eileen will be performing various duties in her supportive office role. Previous roles included Community Homework and After-School Program (CHAP) Classroom Assistant, Desktop Publisher, as well as IMS Coordinator.



Eileen Hyland

LBS and GED Classroom

**Eric Heward (M.A, B.AH),
Information Management Systems Coordinator**

It has been a very productive autumn for the LBS/GED class.

As the last of the scheduled date for the GED test passed, we said our goodbyes and good lucks to our outgoing GED test takers. We also said hello to many new students aiming to improve their literacy skills. As we roll through to the end of the year, our students are getting a head start on their New Year's resolutions of meeting their literacy goals.

One way in which our students are preparing for the New Year is by participating in the Literacy Link Eastern Ontario's (LLEO) Photography Contest. This upcoming contest will give our LBS learners the opportunity to show their creative side by submitting a photo to be used in the next year's writing contest. Learners are eager to show their artistic abilities by submitting

the photo that they hope will be the inspiration for participants of LLEO's *writing* contest.

As our class grows, so too does our need for volunteers. I'm glad to report that our community is showing its support by volunteering to assist learners in fulfilling their New Year's literacy resolutions. Anyone interested in working with our fine group is encouraged to contact us. Giving the gift of your time is a wonderful gesture for the Holidays and beyond.

I'd like to wish our learners, volunteers, and our fine community a very Merry Christmas and a Happy New Year! If 2018 is even a fraction as productive as 2017, I think we're going to be in for a real treat.

Happy Holidays!

Tri-County Literacy Council Staff

Geraldine (Dina)
McGowan (B.A., B.Ed.),
Executive Director

Carolyn Eva (B.A.
Hons.), Administrative
Assistant

Eric Heward (M.A,
B.AH),
Information
Management Systems
Coordinator

Carol Anne Maloney
(B.A.Sc.), Coordinator
of Volunteers

Danielle Bray (Cert.
Hons., e-Business Web
Developer),
Business Development
Coordinator

Johanna Fraser (B.A.,
B.Ed.), Literacy
Assessor

Ruth Laplante,
Bookkeeper

Literacy Basic Skills (LBS) Terms and Definitions

Literacy: the ability to read and write, a competence or knowledge in a specified area (e.g. basic computer literacy can be taught in 5 weeks)
(Source: *Google Dictionary*)

Diction: the choice and use of words and phrases in speech or writing, the style of enunciation in speaking or singing
(Source: *Google Dictionary*)

Euphemism: a mild or indirect word or expression substituted for one considered to be too harsh or blunt when referring to something unpleasant or embarrassing
(Source: <https://literarydevices.net/euphemism/>)

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

Information Management Systems (IMS) Report

**Eric Heward (M.A, B.AH),
Information Management Systems Coordinator**

With the end of year approaching, I would like to review some of our key statistics. These statistics are, at this time, a work in progress and will not be complete until our Annual General Meeting in the spring of 2018. Nevertheless, Tri-County Literacy Council is making great strides towards exceeding its goals for the current fiscal year.

First, Tri-County Literacy Council has a 100% customer satisfaction rating. Our learners have spoken and are more than pleased with the services offered at the agency. This is an important statistic for our agency, as our aim is to provide the best possible service to meet the literacy needs of our learners. Our goal is for every learning experience to be a positive one, for everyone who enrolls in our programs.

The second statistic I'd like to share concerns "follow-ups". We make every effort to contact our former learners at 3, 6, and 12

months time after finishing any of the agency's programming, but sometimes contacting past learners is not possible. When this happens, we have no choice but to report to the Ministry of Advanced Education and Skills Development (MAESD) an "unknown" result. However, I am happy to report that the percentage of unknown results is currently at 27 percent, which is much lower than the 49 percent unknown results across Ontario. Tri-County Literacy Council aims to reach out to more of its learners to lower this percentage, which makes it all the more important that our previous learners get in touch with us in the event of a recent move or change to their contact information. **Make yourself "known" to us and help us set the standard for follow-up data in Ontario.**

I'd like to wish everyone a very Merry Christmas and a Happy New Year. We'll see you again in 2018.

Elf on the Shelf

<https://www.elfontheshelf.com/>

We never know where Tri-County Literacy Council's "Elf on the Shelf" will show up!



Good Tidings

Johanna Fraser (B.A., B.Ed.), Literacy Assessor

Well it's been quite a year! I can't believe I started working part-time at Tri-County Literacy Council in December of 2016 and now it's December 2017. What a year it has been. I have learned so much in my role as Assessor and I have met so many wonderful people in our community. I feel very fortunate to have had so many wonderful experiences.

I have assessed a total of 121 people since January of this year and each one has a story. Some stories have brought smiles to my face and some tears to my eyes but all are unforgettable. Besides all the learners I have met I have had the pleasure to meet several people in the community. I have met people who work to better our community everyday from employees at Ontario Works to our MP Guy Lauzon. It has been a thrill to attend workshops, presentations,

and various community events. I have had the pleasure of meeting people from or attending events at; Job Zone d'emploi, Social Development Council, Ontario Works, Legal Clinic, Seaway Valley Community Health Center, Cornwall & Area Job Fair and United Way to name a few. As a transplant from Quebec I feel I know so much more about our community, since becoming part of the TCLC team.

As I look ahead to what 2018 may bring I am excited to meet more people and learn more about our beautiful community. I'm looking forward to developing both professionally and personally.

I wish you all a happy Christmas and a wonderful New Year! I hope you are able to enjoy special time with your family and friends. See you in 2018!

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

Merry Christmas & Happy New Year

Tri-County Literacy Council staff



Source: Alan S. Hale, Cornwall Standard-Freeholder

Daycare Worker Training

Johanna Fraser (B.A., B.Ed.), Literacy Assessor

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.

As I began teaching my first occupational class at Tri-County Literacy Council, I was a little apprehensive but I need not have been as it was such a wonderful experience. My learners were so enthusiastic about the topic. They enjoyed the many field experts that came to visit the class and the many outings we had to explore the daycare field of our community.

Guest speakers included the following.

Jessica Lefebvre Dt.P., a dietician from the Eastern Ontario Health Unit, introduced learners to the new 2017 Practical Guide (menu planning and supportive nutrition environments in child care settings).

Myriam Boudreault, Intake Worker and Francine Hart, Assessor from the Children’s Aid Society discussed the role of CAS in our community.

France de Repentigny of Job Zone d’emploi informed us about the job search resources they offer.

Stephanie Macdonald, Childcare Advisor from the City of Cornwall discussed opening and operating a home daycare.

The program also included various site visits.

We enjoyed a tour of the Cornwall Public Library’s children’s library with Melissa Malloy. From her, we learned about the free resources and programs open to all members of the community, including those running a home daycare.

We went to Free to Become Daycare and met with supervisor Brenda Gordon who gave us a tour. We met some of the

children attending the daycare, as well as the daycare educators working there.

We met with another dietician, Melissa Cardinal, RD from EOHU at Baxtrom’s Your Independent Grocers (YIG) for a tour of the grocery aisles to teach us how to read labels and plan meals for children on a budget.

We visited the Early Years Center on Sydney Street and discovered all the free resources and programs they have for young people and their caregivers.

We also toured Job Zone d’emploi with Colleen Landry.

We had a visit to a second daycare, Richelieu Daycare on York Street, where we had a tour from the supervisor Kathy Coleman-Spink. The learners were very impressed with the facility and had a wonderful time interacting with the daycare educators and the children.

Overall, five learners graduated from the Daycare Worker training course and are looking forward to their future.



Daycare Worker graduates

Culminating Tasks

Carolyn Eva (B.A. Hons.), Administrative Assistant

In the past 2 newsletters, I have discussed the OALCF (Ontario Adult Literacy Curriculum Framework) and Milestones. For my third and final report of this 3 part installment, I will address Culminating Tasks.

A culminating task is another indication of learner achievement. These are more complex than milestone tasks and they are aligned with the curriculum framework. Culminating tasks draw together multiple competencies (i.e. numeracy and find and use information) which may be at different levels of complexity. The successful completion of a culminating task is an important demonstration of the learner's ability to manage the kinds of tasks they will encounter once they transition beyond the LBS program.

Culminating tasks were created for literacy practitioners to use in their LBS programs. Each culminating task includes everything necessary for the practitioner to administer, score, interpret, and debrief learner performance. Each culminating task has two versions: one for the learner and one for the practitioner. The *practitioner version* includes administration instructions, marking and scoring instructions, and evaluation criteria. The *learner version* includes instructions and all required documents for the task. The 18 culminating tasks for the five LBS goal paths were developed by practitioners who are both knowledgeable about the requirements of the goal path and about a competency based instructional approach. During the development process, all 18 culminating tasks underwent a content review by a number of practitioners from all cultural streams (Anglophone, Francophone, Native, and Deaf) and all delivery sectors (non-profit, school board, and college).

The purpose of a culminating task is to provide the learner, the practitioner, and MAESD (Ministry of Advanced Education and Skills Development) with one of three indicators (learning activities, milestones and culminating task). In combination, they provide these three LBS stakeholders with a reasonable assurance that the learner is ready to successfully and smoothly transition to his or her goal (Employment, Apprenticeship, or Further Education).

Culminating tasks represent the end of the learner's goal path. Day-to-day learning activities, milestones, and a range of simple and integrated practice tasks allow learners to demonstrate progress throughout their time in the Literacy Program. Once the learner has completed the learning activities and the milestones detailed in the learner plan, he or she is encouraged to complete the culminating task as the final indication that he or she may be ready to transition from the LBS goal path to their goal beyond the LBS Program.



Upcoming Free Courses

Carolyn Eva (B.A. Hons.), Administrative Assistant

Tri-County Literacy Council is excited to announce its upcoming courses for the New Year. We are preparing to offer some of our popular existing courses, as well as exciting **new courses**.

Our goal is to attract new learners with these valuable courses, as well as to support current and previous learners to achieve their goals.

If you have any suggestions of courses you would like to see us develop, please feel free to touch base with me by calling 613-932-7161.

Tri-County Literacy Council

101 Second St. West
Cornwall, Ontario
K6J 1G4

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.



Upcoming Courses

Course	Start Date
Money Management for Everyone	January 15, 2018
Basic Computer	January 29, 2018
Email 101	February 12, 2018
Landscaping & Grounds Maintenance	February 19, 2018
Microsoft PowerPoint	March 19, 2018
G.E.D. Preparation (<i>get your grade 12 equivalency</i>)	Always available
Literacy & Basic Skills upgrading	Always available
One-on-One Tutoring	Always available



101 SECOND STREET WEST
CORNWALL, ONTARIO K6J 1G4
TEL: 613-932-7161
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**EMPLOYMENT
ONTARIO**

Appendix A

Ministry of Advanced Education
and Skills Development

Employment and Training Division
132 Second St East, Suite 202
Cornwall ON K6H 1Y4

Ministère de l'Enseignement supérieur
et de la Formation professionnelle

Division de l'emploi et de la formation
132 Deuxième rue Est, Suite 202
Cornwall (ON) K6H 1Y4



Memo

To: Geraldine (Dina) McGowan
Executive Director
Tri-County Literacy Council

From: Pina Gilmour
Employment and Training Consultant
Ministry of Advanced Education and Skill Development

Date: 12/12/2017

RE: Monitoring Feedback Report for Tri-County Literacy Council 4475A, 4/12/2017

On behalf of the Ministry of Advanced Education and Skills Development (MAESD), I would like to thank you, your learners, volunteers and staff for your responsiveness in completing the Comprehensive Strategic Monitoring process.

As part of the monitor, I spoke with several of your learners and randomly selected six learner files. I also validated Employment Ontario Information System data against your paper files. Based on the monitoring activities completed, I have included my observations along with items for action and their timelines.

Key Observations and Action Items

Key Observation	Action Item	Timeline
Usage of the EO Wordmark instead of the Tri-Wordmark Replace with:   	Please refer to Agreement page 26 Visual Identity and Communications, as well as the Visual Identity and Communication Guidelines for EMPLOYMENT ONTARIO Services 2016 (page 25) for wordmark requirements/ specifications.	March 31, 2017 Please advise ETC once complete.

Please respond to this report by **December 28, 2017**.

If you have any questions or concerns please feel free to contact me at 613-933-4296.

Sincerely,
Pina Gilmour
Employment and Training Consultant
pina.gilmour@ontario.ca