

Newsletter

Spring 2018 Edition

EMPLOYMENT ONTARIO

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A New Fiscal Year

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

They tell us it is spring, however I look out my window and I see snow on the ground and piles all around. I guess I just have to trust that under that snow the gems of spring are beginning to sprout. I hear the birds singing its arrival and flocks of geese honk as they fly by. Yes, spring is here and alongside follows, Tri-County Literacy Council's new fiscal year. It begins April 1 and ends March 31.

IT HAS BEEN A TREMENDOUS YEAR.

The Ministry of Advanced Education and Skills Development (MAESD) suggested Tri-County Literacy Council (TCLC) reach 197 learners by year-end. As of yesterday, March 20, 2018 the agency reached 197 learners. Of these learners, 36 or 20% were carried over from the previous year. This means they were in a training program that began in the previous fiscal year and ended in the current fiscal year. 80% or 145 learners were new adult learners. (I decided to compare our performance in terms of learner numbers with Eastern Ontario and Ontario.)

Using EOIS-CaMS data (a provincial database that houses

statistics concerning our learners), I was able to look at Report #64 which provides this very information. **It appears that TCLC is leading the pack in terms of recruiting new learners (80% TCLC, 57% EO and 60% ON).**

I pondered the difference and conclude that the marketing efforts of the agency have had a huge impact on the recruitment of learners to our training programs. Marketing is a job in itself and I credit our staff with their efforts at making this agency known. This year the agency developed a new and comprehensive marketing strategy. It covers all aspects of marketing including social media. Advertisements are written in plain language, they are strategically placed, they add to the branding of the agency and are inviting. Of course, the digital sign, paid in large part by the Sunrise Rotary Club of Cornwall is highly visible and allows the agency to change its message far more often than in the past. Unfortunately, the sign was recently vandalized. We are assured the spray paint placed on the back of the sign can be removed. This we have been told. We await warmer weather to tackle this feat.

Other factors contribute to the recruitment of learners. Through multiple assessments, the agency constantly checks the level of satisfaction learners experience

A New Fiscal Year (Continued)

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.

during and throughout the training courses. Learners tell potential learners about the program and they become the experts at selling what it is we do here at Tri-County Literacy Council. Word-of-mouth accounts for a large percentage of our recruitment success.

Given the success of recruiting methodologies, the agency believes it can raise the number of persons it will serve to 225 learners in the upcoming fiscal year. The agency will continue with its strong marketing efforts and identification of new and interesting courses that speak to the needs of our learners as well as community employers. It will not be an easy task but a strong team committed to high standards of performance will make it happen.

The agency will continue to seek new funders who offer the agency opportunities to expand curriculum and to target persons that are not necessarily listed in MAESD's "suitability criteria" but who are in need all the same.

A new grant from the New Horizon's for Seniors Program allows the agency to produce a curriculum for trainers to assist seniors in learning to use a tablet. Many seniors are provided with tablets as gifts and are left without anyone showing them how to use this newfound tool. The agency has many ideas for training development and it invites others to share their suggestions around growing this agency. Just email or

phone the agency (tri-countyliteracy@on.aibn.com or 613-932-7161) and we will be sure to listen. If it fits our mandate, staff will pursue the idea should it require any funding. We cannot make promises, but we can certainly listen.

Just as a blanket of snow covers the ground, it is as though we begin the new year with a blanket over the agency. With each passing day, staff is able to slowly remove the blanket. Although the Board of Directors and staff have a good idea of what is under the blanket, there are often surprises. For example, no one expected the agency would receive funding this year for digital upgrades. This means that MAESD has generously provided the funds necessary to equip the training room at Trinity Anglican Church with new laptops housing the latest technology. Further, staff will receive new computers with updated software and a new server will keep all data safe. As the year progresses and the blanket is pulled back, staff must be versatile and able to adapt to whatever is unveiled. Most often, we see the seeds of new beginnings.

I personally wish to thank the staff of TCLC, Board of Directors, volunteers, learners, as well as MAESD staff and referring partners for their contributions to making 2017-2018 another successful year.

Volunteers

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

On May 24, 2018 we will be honoring our volunteers. From the very beginning, volunteers have played a vital role at Tri-County Literacy Council. I am humbled by our volunteers' generosity of spirit and compassion. In sharing their talents and time, they have not only impacted students' literacy skill level, but have given them self-confidence and hope for the future.

There are many ways that people can volunteer at the Literacy Council.

- We have a volunteer Board of Directors that oversees the governing of our agency. They meet regularly throughout the year, making sure we are meeting our obligations to our funders and community.
- Another area where people volunteer is our One-on-One Tutoring Program. In this program, a volunteer is matched with an adult needing help in the area of basic reading, writing, numeracy, or digital technology.

They meet at a location and time that is convenient to both. In the One-on-One Tutoring Program particularly, students are truly dependent on the kindness of a stranger in order to receive help.

- We also have volunteers who help out in our occupational curriculum. They may come in as a guest speaker to share their expertise and knowledge with students.
- Some volunteers also serve in our digital programming, helping students become confident with using technology.
- Lastly, we have dedicated volunteers who help with the GED Preparation/LBS classroom.

Wherever individuals volunteer, they make an invaluable contribution to our agency. Our volunteers have given the most expensive and priceless gift anyone could ever give – kindness and love.



Volunteer Appreciation 2017

Funders



Landscaping & Grounds Maintenance Class

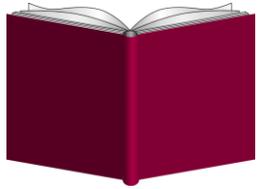
Carol Anne Maloney (B.A.Sc.), Coordinator of Volunteers

Spring has come early to Tri-County Literacy Council. We presently have twelve students registered in our Landscaping & Grounds Maintenance training program.

Along with working on a curriculum, we have a variety of guest speakers sprinkled into the program. Each is an expert in their field willing to share their knowledge. Students are becoming familiar with the variety of annuals and perennials able to flourish in our area. On February 27th, Scott Porter and Wayne Lauzon from the City of Cornwall Parks and Landscaping Department explained the various beautification efforts taken to keep our city looking its best.

To celebrate Canada's 150th Anniversary, an arboretum has been established near the RACF building, equipped with plant name tags. Students look forward to meeting Elaine Kennedy, Environmentalist, and Alain D'Aoust, Adrien Quenneville from Transitional Cornwall. Students will also be planting sunflower sprouts with organic seeds generously donated by one of the students.

The training will continue till April 12th, 2018.



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.



Money Management for Everyone

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

On Thursday, February 8th, the 4-week Money Management for Everyone class came to an end, when participants celebrated what they learned and received a program certificate. *“Your dedication was much appreciated. Congratulations on holding a perfect attendance record!”*

“If your attendance was a sign of personal commitments to come, I trust you will be collecting your receipts, tracking your spending and ultimately meeting your goals.” It was a pleasure teaching such an engaged group of learners.

Course topics included:

- Budgeting (or as you preferred to call it a “Spending Plan”): learning from case studies, tracking your income, Wants versus Needs, understanding the importance of having an Emergency Fund, Retirement Fund, as well as a General Savings Account
- Understanding Credit and Debt (borrowing, avoiding debt traps, reducing debt using methods such as the “Debt Snowball”)
- Making Ends Meet
- Emotional Spending
- Understanding your Credit Report
- Identity Theft

Learners also benefited from meeting the following guest speakers:

- Ray Houde, Executive Director, Counselling and Support Services of SD&G talked about a variety of Money Management topics including credit and debt, bankruptcy, as well as credit reporting organizations Equifax and Trans Union.
- Celia Crawford, CIBC Banking Centre Leader explained how to make your money work for you using a variety of banking accounts and products, and why you would want to have a diversified investment portfolio. She also clarified a variety of banking terms.
- France de Repentigny of Job Zone spoke to the group about the valuable services offered by this community partner (pictured below in red).



Money management is a serious matter, but learning about it can be fun. As such, learners enjoyed ending the program with an old fashion round of “Payday”! A good time was had by all.



Learner Testimonial

“This free training course provides more useful and important information for daily use than people get going to school for 4 years. This four week program can make huge changes in people’s lives, if you’re willing to learn...”

- Ilona, Money Management for Everyone graduate

NEW TRAINING: Email 101

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

Learner Testimonial

“Tri-County Literacy Council is a wonderful way to either learn for the first time (beginner level) or upgrade your computer skills. The instructors are extremely knowledgeable and friendly. They make the learner want to work to achieve the end result (i.e. learn the program).

*This training provided me with the confidence needed to attach files when sending emails, adding hyperlinks, using the calendar, tasks and address book (features). **I am looking for employment and am upgrading my skills. The training here is very helpful in achieving my goals.**”*

-Jo-Ann Periard,
Email 101 graduate

Tri-County Literacy Council recently launched a new training program called “Email 101”.

Initially learning to use electronic mail was part of the agency’s very popular “Basic Computer” program. As the web-based program called Outlook (previously known as Hotmail) expanded, it became necessary to teach it as a separate topic, so that learners could more fully utilize its features.

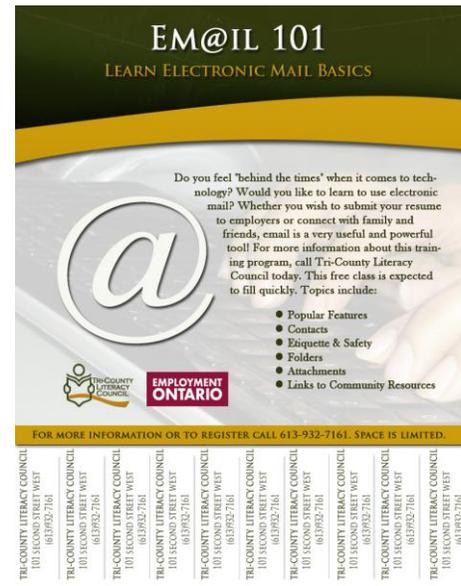
Whether for employment or personal use, in this 4-week certificate program, participants learn to:

- format messages,
- send email with attachments,
- create folders to keep mail organized,
- maintain an address book,
- use an electronic calendar,
- create tasks, and
- use email safely.

Linking with other free community resources is also made possible.

If you feel “behind the times” when it comes to using technology and would like to learn to use electronic mail (whether to submit your resume to employers or connect with family and friends electronically) this course is for you.

For more information, call Tri-County Literacy Council at 613-932-7161.



NEW TRAINING

Follow-up Calls

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

For this article, I would like to take the opportunity to thank all the former learners who have provided Tri-County Literacy Council with the 3, 6, and 12-month follow-ups upon exiting our programming. Your input is not only important for us to fulfill our obligations to the Ministry of Advanced Education and Skills Development (MAESD); it also provides our agency with the tools we need to make your literacy experience a positive one. We always seek to improve our services and your feedback from these follow-up calls gives us the information we need to meet our community's literacy needs. Your participation in the follow-up calls also grants Tri-County Literacy Council (TCLC) the opportunity to celebrate the successes of our previous learners and to address any lingering questions or concerns.

I'm excited to share that your participation in the follow-up calls has provided me with enough data to

complete a project that I've been working on for quite some time: The Follow-up by Course Tracker. This new tracker will give TCLC a comprehensive account of the learner outcomes from each program offered by the agency. This will allow the agency to keep appraised of the demand for each of our occupational courses. In addition, the data will give the agency a chance to see which occupational courses provide the most favourable outcomes for its learners. Tri-County Literacy Council always seeks to grow and improve, and this data will certainly give the agency the insight it needs to continue to grow and provide for the community's literacy needs.

Once again thank you for your continued participation in our follow-up program. By working together with our learners, both past and present, Tri-County Literacy Council is able to meet all of our Ministry requirements and continue to thrive in our community.

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

interpersonal skill: the ability to make a difference relating to, or involving relations between persons

(Source: Merriam-Webster Dictionary)

numeracy: the capacity for quantitative thought and expression

(Source: Merriam-Webster Dictionary)

task: a usually assigned piece of work often to be finished within a certain time, something hard or unpleasant that has to be done, duty or function

(Source: Merriam-Webster Dictionary)

LBS/GED Classroom

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

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

It has been a very productive winter for the LBS/GED class at Tri-County Literacy Council. For starters, seven of our learners have submitted an entry for the Literacy Link of Eastern Ontario's (LLEO) Photography contest. Participants were excited to share their creative side with one another by presenting the pictures they submitted for the contest. The winning photo not only comes with a cash prize; it will also be used as the writing prompt for LLEO's Writing Contest. On behalf of Tri-County Literacy Council, I am thrilled to see our agency so well-represented in the contest and I'm proud of the hard work and enthusiasm the learners displayed throughout the contest period. Good luck to all our entrants and I look forward to seeing the results.

THE POWER OF *Writing*

Learners have already started preparing for the contest by engaging in "free writing" periods during class time. It is encouraging to see the learners show their initiative and practice for the upcoming contest. As an instructor, I'm excited to see our learners

share their creativity and imagination. Any students writing the GED test will also benefit from writing text and having it evaluated by others.



Finally, I'm pleased to announce that some of our learners are going to be completing the GED test in April 2018. It has been quite a journey for these learners to learn and study for the five topics of the test (reading, writing, math, science, and Social Studies) and coming to the decision that they are ready for the test is a tremendous feat in itself. I'm certain our learners will perform to their expectations and will show an end result that they can be proud of. Best of luck to our test-takers!

As a reminder, the LBS/GED accepts admission all year long. Anyone interested in upgrading their literacy skills are encouraged to contact Tri-County Literacy Council for more information or to register for the course by calling 613-932-7161.

Spring is in the Air

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

As the weather turns warmer and we are starting to see grass again, I can't help but think of renewal. This is the time of year to take stock, a personal inventory you could say. It is a little over a year since I began my new career at Tri-County Literacy Council and what an exciting year it has been.

As the Assessor I have had the opportunity to meet so many wonderful people who are willing to share their stories with me in order to make their learning experience at TCLC a memorable one. Daily, I encounter individuals of all ages, from a variety of backgrounds, and of course each with their own unique history. I very much enjoy this aspect of my job because I consider myself a "people person". I also like that based on the

personal type of assessment we do at TCLC we can tailor our instruction to each individual's needs and levels.

As well as being the Assessor, I am also fortunate to have the opportunity to teach. I love that I can go back to my roots, as I started out as a teacher. This month I will be teaching the Food Counter Attendant & Kitchen Helper course which will give learners insight into the various aspects of the occupation, as well as the opportunity for learners to work on their Essential Skills.

I look forward to the warmer weather and hope it encourages more people to come out and take advantage of Tri-County Literacy Council's free assessment and free training programs.

Food Counter Attendant & Kitchen Helper Program

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

Tri-County Literacy Council will be offering an excellent certificate program that will offer insight into the popular employment area of a Food Counter Attendant. The course will cover various aspects of the industry as well as the opportunity for learners to work on their Essential Skills. The course will cover among many topics;

- Food Handling and Safety,
- Food Preparation, and
- Customer Service.

The course will include guest speakers from the field and site visits to various local places in the community that specialize in counter service.

This four week course begins Monday March 19, 2018. It will be an afternoon class running Monday to Thursday from 1:00 pm to 4:00 pm. Come out and learn about this interesting employment area.



Program Eligibility and Suitability

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

As most of you are likely aware, Tri-County Literacy Council (TCLC) is funded through the Ministry of Advanced Education and Skills Development (MAESD). As such, TCLC abides by MAESD’s program eligibility and suitability requirements.



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.

Eligibility criteria include the following:

1. Client is an Ontario resident.
2. Client’s literacy skills are assessed at intake a being less than the end of Level 3 of the OALCF (Ontario Adult Literacy Curriculum Framework).
3. Client is at least 19 years old.
4. Client is sufficiently proficient in speaking and listening to benefit fully from the language of instruction.

In addition to the above eligibility criteria, LBS service providers determine the suitability of the program for eligible clients based on identified barriers to learning. Suitability is a measure of who is being served in a program. When accepting learners into programs, TCLC considers a learner’s suitability based on the following:

- Language
- Disabilities
- Education level
- Time away from formal education
- A history of interrupted education
- Age
- Source of income support

By examining a client’s identified barriers to learning, TCLC can ensure that the agency is providing services to the clients who can most benefit from the program.

Hands-On Tablet Training for Seniors

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

Tri-County Literacy Council is pleased to announce it is creating a curriculum to teach seniors how to use Tablets. This project is funded in part by the Government of Canada's New Horizons for Seniors Program (NHSP).

The agency will recruit senior volunteers to participate in a reference group and provide input into the curriculum content. The curriculum will be written in plain language while considering specifics of best learning practices for seniors.



Project Reference Group

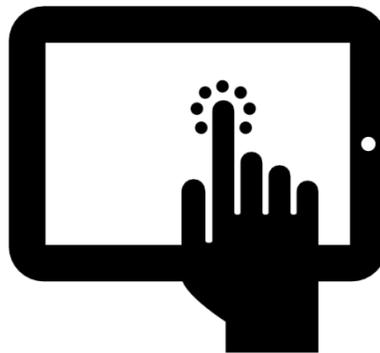
This curriculum will allow the agency to reach what has been identified as the most vulnerable population in need of literacy instruction, particularly technology, to ensure the social participation and inclusion of seniors in their communities.

The curriculum will be piloted with seniors, in the summer, to ensure content and training are consistent with identified needs.

The curriculum modules will include:

- Tablet Basics
- Security and Wi-Fi Settings
- Applications (how to download apps, common apps for entertainment, health, etc.)
- Social Media/Internet Use
- Links to topics of interest to seniors (elder abuse, fraud prevention)

Community support for this project has already been expressed. "The goal of enhancing seniors' technological literacy can best be achieved through projects such as this one implemented by a successful and capable agency who is a community leader in addressing literacy issues", states Dawn Kiddell, CEO of Cornwall Public Library.



This is an exciting new project for Tri-County Literacy Council. "Like" our Facebook page to see updates as this project unfolds.

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

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

Moving On...

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

It is always hard to say goodbye to people who have worked as your community partner for many years. Two persons we know are entering new phases in life's journey.

JoAnn Charles Hickley, Director of Program Development is soon to retire from Job Zone d'emploi. JoAnn has been instrumental in community development for many years. Further, she has been a champion of literacy while supporting the efforts of Tri-County Literacy Council, the Literacy Service Planning Committee, the Employability Network and the Service Coordination Committee - to name a few. *Thank you JoAnn from all of us at Tri-County Literacy Council. We wish you the very best on your retirement.*



Another friend of literacy will soon move from her post at the United Way. Lori Greer, Executive Director will soon take up a new employment opportunity. Lori too has been a champion of our cause as well the other agencies that fall under the umbrella of the United Way. Lori has made a mark in the community as she sought to steer the United Way in new directions. She sought feedback on a comprehensive strategic plan while introducing new and fun events to the existing roster. *We wish you much success in your new venture.*



**United Way
Centraide**
Stormont, Dundas & Glengary

Personally, I wish to thank these two women for their dedication to the community. They have worked tirelessly and without hesitation, as well as shared their talents and expertise. We owe them a huge thank you. I hope they know they will always be friends of Tri-County Literacy Council.

*Good luck with your
future endeavours*

Upcoming Free Training Programs

Tri-County Literacy Council is happy to offer the following free programs. For more information or to register, call 613-932-7161.



Upcoming Courses

Call now to register!
613-932-7161

Course	Anticipated Start Date
Microsoft Excel or Basic Computer	April 9, 2018
Health Care Support Worker	April 23, 2018
Choices. Managing Your Future	May 7, 2018
Grocery Clerk, Shelf Stocker	May 22, 2018
Word for Work or Microsoft PowerPoint	July 9, 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

Watch for our new course in the fall:
Communication Counts. Making your words matter.



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WWW.TRICOUNTYLITERACYCOUNCIL.CA

EMPLOYMENT
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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.