

Newsletter

Summer 2018 Edition

EMPLOYMENT ONTARIO

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Annual Grooming

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

Summer is just around the corner and as many of you already know, life at Tri-County Literacy Council responds to the seasons accordingly. This is usually the time when gardens are pruned, and the ground is made ready for the beauty that is to follow. Similarly, the agency takes this time to look at its foundation and it begins its annual “grooming” in readiness for its next round of achievements. The new fiscal year began on April 1 and it will end on March 31, 2019. During this period the agency is expected to “grow” in terms of the number of learners served, the number of volunteers recruited, and the number and types of courses offered. It will maintain its high standard of customer satisfaction, learner progress etc. Just like the garden whose soil must be nourished, the agency too will ensure its foundation has the necessary ingredients needed to achieve its desired results.

Recently, the agency looked at its roster of courses and mapped out a tentative calendar of training programs to be offered throughout the year. Course selections are chosen strategically. The time of year, course duration, demand for employment within the community, instructor experience all play an important role. The agency realizes that renewal is important, so staff work tirelessly to constantly update the curriculum. New guest speakers, site visits, additional

training material are critical to offering training that reflects the “here and now”. Time is also devoted to creating new training opportunities and this year we are adding a “Communication Counts” course for learners to have an opportunity to express themselves in ways that lead to increased self-confidence, find new employment opportunities, enjoy relaxed social environments etc. “Communication Counts” will focus on effective communication that produces desired results. To create and offer additional courses, additional teaching staff is necessary.

To accommodate the need for an additional facilitator, Eric Heward will move from the Information Management Systems (IMS) position to becoming a full-time instructor. Eric currently teaches the Literacy Basic Skills (LBS) class and the General Education Diploma (GED) class. Additional vocational training programs will be added to this schedule in order he can assist the other instructors (Danielle Bray, Carol Anne Maloney) in reaching the required 225 learners for this fiscal year. No worries – the IMS office will be well cared for. New to our staff is Ms. Josee Poisson. Josee joins the team with a Bachelor of Arts from Concordia University with extensive experience in banking and quality control. Josee’s knowledge of computers and statistical analysis

Annual Grooming (Continued)

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

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.

ensures us the information contained and used by the agency is in capable hands. Eileen Hyland will continue to assist Josee with this new undertaking.

The agency assessor, Ms. Johanna Fraser will also have a new set of responsibilities. Johanna will replace Carol Anne Maloney as our Coordinator of Volunteers as part of a pilot project, this coming fall. Carol Anne Maloney who has been our Coordinator of Volunteers for many years will take on additional teaching duties to once again, assist in achieving the required numbers of learners for the fiscal year. Johanna meets with all learners entering the many different programs. She also supervises their portfolio development. It makes sense that Johanna serve the volunteers to be matched with learners who Carol Anne has probably never met especially given Johanna's knowledge of the learner's needs based on the results of their assessment. Carol Anne, on the other hand, has become a very popular teacher and learners clamour to enter her training programs. Her marketing and recruitment skills will serve the agency in achieving the learner numbers. One final addition to the staff rounds out the changes for the fiscal year. Sasha Major will replace Ruth Laplante, our very long- term bookkeeper. Sasha realizes she has some very large shoes to fill but this training period shows she is capable. She is currently in training with Ruth who is looking forward to her well-deserved retirement. Sasha is also training in the Information Management Systems side of the organization.

Changes are necessary to keep an agency current and fresh. Like a garden full of surprises as new flowers pop up, people with new ideas continue to breathe life into the agency. For now, the agency "grooming" is complete. It's like a fertile garden. One waits with bated breath to see the results of their hard work. It's the strategizing and the welcoming of change that ensure an agency's growth. The dedication, passion and hard work of its staff can conquer most anything. We are fortunate at Tri-County Literacy Council to have that kind of staff. Equally important to staff is you, our learner and/or our volunteer. Perhaps you are a referring partner. We understand that some people prefer the garden remain unchanged. We haven't weeded the garden. Well, you won't be surprised when you come to the office and see new faces and people occupying seats that were not there before. We haven't weeded the garden, we just moved things around. The same staff is here. They may just be in a different office. Feel free to look around. Happy Summer. May your gardens flourish.

Please accept this invitation.
We look forward to seeing you.
Come and hear about the
agency's latest achievements.

Annual General Meeting
June 13, 2018
3:00 P.M.
101 Second St. West

Celebrating the Value of Volunteers

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

On May 24th, 2018 we will be celebrating the many individuals who volunteer at Tri-County Literacy Council. Each one makes a valuable contribution. The theme for National Volunteer Week 2018 is “Celebrate the Value of Volunteering – building confidence, competence, connections and community”. This theme is especially true for our volunteers. According to the Conference Board of Canada 48 per cent of adult Canadians have low literacy skills that fall below high school equivalency and affect their ability to function at work and in their personal lives. Seventeen percent of Canadians function at the lowest level, where individuals may, for example, be unable to read the dosage instructions on a medicine bottle. Increasing literacy levels among adults makes big changes in their lives. Students develop self-confidence, have increased employment opportunities, and improve skills for looking after their children. Volunteers make a big impact in the lives of our students. Following is one student’s perspective of how she was helped by the Literacy Council:

“I was a stay-at-home mom – feeling very discouraged about finding employment. I feel confident now. I have a full-time job... I loved it (the training atmosphere). Our instructor took her time and made sure we understood everything she taught us. Go for it. They are very kind, understanding people who aren’t there to judge you. They are there to help.”

-Amanda Denny

Thank you to the following donors for appreciating our volunteers:

- Cora
- Cornwall Square
- City of Cornwall
- David’s Tea
- Farm Boy
- King George Restaurant
- Parkway Inn and Conference Centre
- Pommier Jewellers
- Roy’s Florist
- Starbucks
- Thum’s Kitchen

Thank
You

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.

Landscaping and Grounds Maintenance Graduates

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

Spring came early to Tri-County Literacy Council this year. Each student created a landscape design of their choice as a final project. To help with this assignment, a variety of guest speakers gave them inspiration.

Glen Nixon from Home Depot showed them the variety of tools needed to get the task done.

Elaine Kennedy, Environmentalist, and Fred Deschamps, Master Gardener, gave ideas to be successful in creating beautiful spaces while respecting earth.

Carol Would from Dancause Landscaping shared some her favorite plants.

Dan Marion, from the Pitt Street Garden, and Alain D’Aoust and Adrien Quenneville from Transition Cornwall introduced students to the world of “permaculture”.

Scott Porter from the City of Cornwall explained the duties working as grounds worker for the city.

Jason Smith, from Red Robin Lawn and Garden, spoke to students of the rewards and challenges in starting a business in our local community.

The many guest speakers who give freely of their time and expertise allow students to grow, become inspired, and help change lives.

Tri-County Literacy Council Board of Directors

Barbara Petepiece,
Chairperson

Shirley Fraser,
Secretary

Angus Kelly,
Treasurer

Catherine Levac,
Member at Large

Denise Paquette,
HR Consultant

Dina McGowan,
Executive Director



Grocery Clerk/Store Shelf Stocker Training

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 employment field of Grocery Clerk/Store Shelf Stocker. The course will cover various aspects of the industry, as well as the opportunity for learners to work on their Essential Skills. Topics include:

- Essential Skills
- Using a Computer
- The Retail Food Industry
- Customer Service
- Store Policies & Procedures

- Health & Safety
- Food Safety
- Math in the Workplace

The training also includes industry guest speakers and site visits to various local places.

This 4-week course begins Monday June 11, 2018. It will be an afternoon class Monday thru Thursday from 1:00 pm to 4:00 pm. Come out and learn about this interesting area of employment.

Health Care Support Worker Program

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

In Canada, the population is aging and the need for more support for ailing and disabled individuals is rising. As such, the Health Care Support Worker profession is a growing field of employment.

In this career exploration program, participants practice Essential Skills while learning about working in a supportive health care role.

Course topics include:

- Essential Skills
- Duties of a Health Care Support Worker
- Diseases and Conditions
- The Human Body
- Health & Safety

Program highlights included the following guest speakers:

- Sandra Deschamps, Falls Prevention Coordinator, Eastern Ontario Health Unit

- Nancy Galway, Elder Abuse Coordinator, Carefor
- Eileen Hyland, retired Personal Support Worker
- France de Repentigny, Job Zone d'emploi

And a highlight of the program, a site visit to St. Joseph's Villa hosted by Shivon Konink.



9 Essential Skills

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

NEW TRAINING: Say it with Microsoft PowerPoint

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

Tri-County Literacy Council recently offered the first session of its new computer training program titled “Say it with Microsoft PowerPoint”.



First Microsoft PowerPoint class

Participants learned to create captivating, stylish, computerized slide show presentations. Topics included:

- Basic Computer Review

- Introduction to PowerPoint
- Themes
- Slide Master
- Clipart, SmartArt, Tables and Charts
- Spell check
- Animation and Sound
- Saving Files

Linking with community partners Job Zone and Contact North was also made possible when France de Repentigny and Emily Lavigne spoke to the class about their free programs and services.

A special thank you goes to classroom volunteers Jim Marshall, Jason Lauzon (pictured: back row, right side) and Joanne Stride for their generosity of talent and time.

For more information about this latest free offering, call 613-932-7161.

Learner Testimonial

“... Take advantage of a professionally-given course that will add value to your skills and abilities. (I) had not used PowerPoint since 1998 and was always intimidated by job ads that stated “experience with PowerPoint”.

Now, I feel well-versed and qualified to use PowerPoint which is empowering.”

**- Ron Evans,
graduate (Say it with
Microsoft PowerPoint)**

LBS/GED Classroom

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

I’m proud to announce great news regarding our LBS/GED group. Recently, two of our former learners successfully completed the General Education Development (GED) test! On behalf of Tri-County Literacy Council, I would like to congratulate these two students on completing their goals. I would also like to commend our current group of students as they are now seeking new challenges in their work to fulfill their own goals.

With summer approaching, the GED/LBS class is hard at work preparing new and returning students for the GED test. We are now accepting new students to prepare for a test date at the end of the summer (August 24, 2018). While school may be out

elsewhere, we are working diligently with our students to prepare for this upcoming test date. I encourage all potential learners to take advantage of this prime opportunity to get their equivalency diploma and train with us!

In other news, the LBS/GED group is practicing for the upcoming LLEO writing contest. The entire group is excited to flex their creative muscles and write for a chance to win a cash prize. We’ll keep you updated, as we progress through this fun and exciting opportunity.

If you are interested in any of the programming offered at Tri-County Literacy Council, you are encouraged to contact us to schedule your free assessment. Enrollment for the LBS/GED class is open all year. Have a fun and safe summer!

IMS

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

As we look back at another fiscal year, I cannot help but marvel at the accomplishments the staff at TCLC has made over the past year. One particular statistic I want to bring up is our satisfaction rate. This particular metric measures the satisfaction level of our learners as they leave our programming.

I'm pleased to report that we have attained a 100% satisfaction rate for the 2017-2018 year!

It is very encouraging to know that our learners are completely satisfied with the service provided by our staff and instructors. Congratulations one and all and let's keep this rolling for next year!

As a Literacy and Basic Skills provider, it is critical that we receive learner feedback. No agency can grow without the input of the very people it serves.

As such, we encourage all of our previous learners to keep in touch with us by responding to our attempts to follow-up on your previous experience with Tri-County Literacy Council. With your feedback, we can continue to find new ways to meet the literacy needs of our learners.



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.

LBS Terms & Definitions

Source: Literacy and Basic Skills (LBS) Service Provider Guidelines

CLO: Community Literacy of Ontario (CLO) is a provincial literacy network of 100 community literacy agencies across Ontario. CLO was founded in 1994 and our office is in Barrie, Ontario

Learner Plan: a document that describes the learning and program elements that prepare learners for their next steps beyond this LBS program. It includes the learner's goal, background information, assessment results, tasks, learning activities, program duration, additional supports required by the learner as well as referral results.

MAESD: Ministry of Advanced Education and Skills Development (formerly called Ministry of Training, Colleges, and Universities) is the ministry of the government of Ontario responsible for administration of laws relating to postsecondary education and skills training

Training Supports: help to address temporary financial barriers to participation in Employment Service (for low income clients) Example: bus tickets, daycare

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

Literacy Link Eastern Ontario (LLEO)

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

Literacy Link Eastern Ontario is a non-profit, charitable organization providing information and referral services to adults and agencies in the Eastern Ontario.

LLEO was formed in 1988 as the regional network to act as information and support office for the literacy agencies in Eastern Ontario. Tri-County Literacy Council has been a member in good standing for many, many years.

The philosophy and purpose of LLEO is to further adult literacy in Eastern Ontario by:

- Promoting access to literacy
- Facilitating and coordinating the planning of literacy services
- Sharing information and resources among literacy groups in the region

- Referring individuals to the most appropriate literacy program
- Representing the region provincially and federally

I have had the opportunity to be a part of LLEO's Board of Directors for over 6 years, the last 3 of those as Chair. Much of the work of LLEO is "behind the scenes", as they don't formally serve learners or provide training. LLEO is a resource and support to agencies, such as TCLC, as they offer workshops, and regional conferences, as well as share resources and best practices.

LLEO is an asset to the Literacy Community and TCLC is proud to be affiliated with such an organization.

Literacy Link Eastern Ontario - Mission Statement -

Literacy Link Eastern Ontario, a non-profit charitable organization, supports adult literacy and essential skills upgrading programs. Our mission is to provide information, referrals and professional development to these programs and build relationships with other partners that promote learning and essential skills in Eastern Ontario.

The Value of Assessment

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

Why is assessment an important part of instruction? Assessment is important because it determines whether or not the goals of education are being met. Assessment affects decisions about grades, placement, advancement, instructional needs, curriculum, and, in some cases, funding. Assessment inspires us to ask these hard questions: "Are we teaching what we think we are teaching?" "Are students learning what they are supposed to be learning?" "Is there a way to teach the subject better, thereby promoting better learning?"

Today's students need to know not only basic reading and math skills, but also skills that will allow them to face a world that is continually changing. They must be able to think critically, analyze, and make inferences. Changes in the skills base and knowledge our students need require new learning goals; these new learning goals change the relationship between assessment and instruction.

Assessment at Tri-County Literacy Council provides the agency with diagnostic feedback, helps us set standards, evaluates progress, and help motivate performance. At Tri-County Literacy Council we use a variety of

tools for assessment, depending on the needs of the learner, their goal(s), and the program they are going into. We assess students joining the LBS/GED classroom and the One-on-One Tutoring Program prior to them beginning, as the student's learner plan aids the instructor or tutor with what skills the learner has and where they want to be. In the occupational courses we assess students once they have begun the course. Again the learner plan gives the instructor important information on the learner's abilities and needs so the instructor can teach to the learners as individuals within a curriculum framework.

Assessment takes place not just at the beginning of a learner's journey but along the way as well. In the LBS/GED classroom and in the One-on-One Tutoring Program, on-going assessment takes place quarterly in the form of portfolio reviews for all learners in these programs. These reviews are done by me to gain feedback, ensure learners are working on their goals, encourage learners and set new goals as previous goals are attained. Just as learning is an on-going process so is assessment.

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

Arrested? Me?

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

On Thursday, April 12th I was hauled off to jail by the city police, charged with "having my nose in a book". I spent the afternoon calling friends and family for donations to pay my "bail" as a fundraiser for Beyond 21. **Thank you to all who donated to the worthy cause. Together, we were able to contribute \$285.** The 2nd annual fundraiser gave much needed funds to the organization Beyond 21. Beyond 21's mandate is to provide a space and opportunity for adults with developmental disabilities to live connected and respected lives while contributing to the community.



Hands-on Tablet Training for Seniors

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

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

As I discussed in the last newsletter, Tri-County Literacy Council is working on creating a curriculum to teach seniors how to use Tablets. To-date, we have surveyed approximately 50 seniors and agencies who serve seniors to help guide the training content and format. This feedback will help determine course content, length of course, style and format of handouts, types of learning activities and more.

Our reference group was formed and met in early March. A general brainstorming session was very productive and some key points raised include the following:

- The need to remove fears seniors may have regarding technology (keep it positive and exciting)
- Have the senior learners interact very early on in the

Tablet training (hands-on experience)

- Repetition will be important throughout the training
- Use the seniors interests (identified through the survey) to teach basic concepts – merge the ‘how to’ with the ‘fun stuff’

The writing of the Training Curriculum is ongoing as well as the development of evaluation tools for the reference group members, the pilot group of senior learners, and the instructor.

In addition, senior volunteers and senior learners will be recruited to help pilot the curriculum in the Fall.

I look forward to sharing with you the success stories of this project.



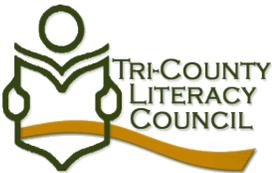
Project Reference Group

Tri-County Literacy Council

101 Second St. West
Cornwall, Ontario
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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.



Call now to register!
613-932-7161

Upcoming Courses

Course	Anticipated Start Date
Microsoft Excel	June 18, 2018
Grocery Clerk/Store Shelf Stocker	June 11, 2018
Microsoft Word OR PowerPoint	July 9, 2018
Retail Associate	September 3, 2018
Communication Counts	September 17, 2018
G.E.D. Preparation (<i>grade 12 equivalency</i>)	Always available
Literacy & Basic Skills Upgrading	Always available
One-on-One Tutoring	Always available



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**EMPLOYMENT
ONTARIO**



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Cornwall
ONTARIO CANADA
A city with a world of possibilities



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