



Newsletter

Fall 2018 Edition

EMPLOYMENT ONTARIO

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You can do it!

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

As we approach the Fall season, I think of everyone readying themselves to embark on new adventures. For some, it is a return home from summer camping and preparing children for new school experiences. Other persons are off to college and/or university, while some adults nervously return to school after an absence of many years. Some seniors are thinking of courses like those found at Encore and/or exercise classes at Seaway Valley Community Health Centre. No matter the activity, I personally applaud anyone willing to engage in lifelong learning and who chooses to take up new experiences. It is what makes life interesting.

For a very long time, I have watched adult learners enroll at Tri-County Literacy Council and face head on challenges that have sometimes hindered their lifetime journeys. Regardless, they are determined to conquer any barrier that stands in their way. With greater determination they face their fears, while growing their skills. As skills grow, so too, does self-confidence and I have witnessed the powerful effects of heightened self-esteem. I try to imagine what this must feel like and to be honest I have always found it to be very difficult. Most things come fairly-easy to me, especially when they are of an academic nature. I know my strengths and I have come to accept my struggles. Math is but one and this awareness is long standing. This summer I wanted a new challenge. It took a while, but I finally arrived at my task --- I was going to learn to drive.

Now most people would think that I already drive. Many years ago, I took lessons and on a blistery, cold day during a snow storm, and in Toronto no doubt, I took my driver's test and passed. The only problem was I had no car, and no one was available to continue to "show me the ropes". I soon found it is true that "if you don't use it, you lose it". I had forgotten the road rules, and 40 plus years later I have not gotten behind the wheel of a car. I chose instead to pay off university loans, buy houses etc. I figured these things would appreciate and I was able to get everywhere I wanted. Still, I forever had a nagging feeling of something left unfinished. But at my age I did wonder about reflexes, starting over again, a fear of failure, accompanied by the endless array of negative thoughts. It was the first time I really questioned myself about succeeding at something until I bought a Segway. Now you may wonder what a Segway has to do with driving. In my case, it had much to do with it. A dear friend, named Randy introduced me to the Segway. I don't mean the one with a handle. It was like a hoverboard with a vertical handle that was set between my knees. It had all the bells and whistles, was enabled by Bluetooth technology, lit up with headlights and could travel at 18km/hr. "Yikes" I said to my friend on my first try. Randy said, "Just get on it and go. Lean forward to go straight, lean back to stop and enjoy the ride". Sure, I was terrified. "I am no longer a teenager and I may just fall off" I recanted. He reminded me I was about four inches off the ground. Terrified, I

You can do it! (Continued)

got on the “contraption” and I looked like a circus act swinging back and forth hollering, “help me, help me.” Slowly, and I mean slowly, my body adjusted, and soon, nervous as I was, I travelled throughout Lamoureux Park. Oh yes, I discovered the handle between my knees was intended to allow me to steer and within no time, I was hooked. I soon bought my own Segway and this summer has been filled with Segway rides. Back to my driving though...

Shortly after I bought the Segway I got to thinking about the whole experience. I realized how my self-confidence skyrocketed when I mastered my fear of riding what was formerly known as the “contraption”. I now call it “Dina’s wheels”. It was the first time in a long time that I had really been frightened by something and in overcoming the fear, I felt free. This feeling gave way to thinking about anything in my life that I needed to overcome or complete before drawing a blank when entertaining the notion. That is when the idea of learning to drive, once again, entered my mind, but at my age? (no, I am not going to tell you what that is but suffice it to say you probably know it is a big fib when I make claim to 39). “Yes”, I said to myself, “even at my age” and, “Why not?” This is what we tell our adult learners. “Yes, but I am nervous, much older, less coordinated, and what if I hurt someone?” I had all the excuses memorized. Soon, the feeling of overcoming the fear of what had now become my “beloved” Segway drenched my body and I was on the phone to “Young Drivers of Canada” to sign up for driving lessons. I should tell you I have never let my license lapse, so I do not, thank goodness, have to redo a driving test. I just need to get driving. “Buyer’s remorse” soon set in and before Kim from Young Drivers of Canada was at my door I

was ready to call it quits. Thankfully, once again, that feeling of accomplishment washed over me and I was determined to drive regardless of my age.

I’ve now had 3 lessons and I feel like a “million bucks”. Kim has directed me in the ways that an excellent instructor should. She has corrected me, encouraged me, and motivated me to continue. Just as I did with the Segway, I am overcoming the “wobbliness” and getting the “hang of it”. To ensure this newfound skill does not once again get away from me, I am awaiting my new car. This time I will use the skill. Equally important, I now understand what many of our new adult learners experience upon their return to school. Truly, I can say I have walked the walk and share that my self-esteem is soaring. Whether it is riding a Segway, driving a car or learning to read a book, these are all accomplishments and in conquering them we must sometimes face our fears.

Although this story seems to be about me it is not my intention. Instead, I want it to be about you. It is my hope that by sharing my personal struggles, fears and accomplishments, it will become your strength. If you haven’t a Randy or Kim in your life and there is something you want to achieve, but fear it, then think of this example knowing that even the most competent persons have their challenges to overcome. I was able to do it and our learners do it daily. Why not join our team and make your dreams a reality? Begin a new adventure. If you see me on the bike path on Dina’s wheels and/or in my little Chevy Spark (I am awaiting its arrival), feel free to say hi. Even better, sign up for one of our many free courses. You can do it! Let all of us at Tri-County Literacy Council be your cheering squad.

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

Volunteering

Johanna Fraser (B.A., B.Ed.), Literacy Assessor & Coordinator of Volunteers

You may be looking for a different type of challenge, the challenge of giving back to your community. If this is the case, then why not join the TCLC team as a volunteer. We are always looking for compassionate individuals willing to help others attain their learning goals. Depending on your interests and skills we have a place for you at Tri-County Literacy Council. You may enjoy helping an individual in the One-on-One Tutoring Program or helping our instructor in the

LBS or GED Preparation class or lending a hand in one of our four to eight-week occupational courses. Maybe you do not have a lot of free time, but you have a specific talent, such as using social media, that you could share with the staff. We are grateful for any challenge you will help us with and in turn your own personal challenge may be satisfied. Please share in our goal of making meaningful differences in the lives of the people we serve.

Thank You

Carol Anne Maloney (B.A.Sc.), Instructor

As Johanna Fraser transitions to the role of Coordinator of Volunteers, I would like to thank all the volunteers and students I have had the privilege to work with. All our volunteers play an essential role in our agency and without their dedication and generosity of time Tri-County Literacy Council wouldn't be the

same organization. It has been a pleasure to work with all of you.

"A generous heart, kind speech, and a life of service and compassion are the things which renew humanity."

-Buddha

LBS and GED Preparation

Eric Heward (M.A., B. AH), Instructor

It's back to school time and business as usual for the Literacy and Basic Skills (LBS) and General Education Development (GED) Preparation class. Unlike other organizations, our dedicated learners continue to work on their goals during the dog days of summer. I'm happy to report that another one of our students completed the GED test. We look forward to hearing about the results. To date, TCLC has 7 learners who have successfully completed the GED test with more to follow. Barbara Matthews of Contact North spoke to the class about their services and how to initiate the process of meeting a personal or professional goal. It was a productive summer, but now it's time to focus on the fall.

This Fall, we have another group of students preparing to take the GED test on November 2, 2018. If you're considering taking the GED test to obtain your Grade 12 equivalency, **now is the time, as November 2nd is the last date to take the test (in Ottawa) for this calendar year.** As always, space is available to register for the LBS/GED and it is available all year.

Tri-County Literacy Council offers FREE training programs (from Literacy and Basic Skills to occupational) 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.

Learner Testimonial

"TCLC is a friendly, non-judgmental place that you work independently at your own pace... Staff is knowledgeable..."

- Kendra (LBS Class)

Microsoft Word 2016 Class

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

Mandate

Tri-County (Stormont, Dundas & Glengarry) Literacy Council is a community-based, non-profit organization. Our mandate is to enrich both 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.

On Thursday, August 9th, learners of the first Microsoft Word 2016 class received their well-earned certificates. Graduates enjoyed a potluck-style celebration, savouring desserts and homemade bread while chatting about their learning experience.

Teaching this small group of hard-working and determined learners with excellent attendance was a pleasure to serve. As an instructor, one can only hope to work with such dedicated individuals.

I am very proud of you and wish you the best in your future endeavours.

Learners worked on various challenges, from basic activities such as:

- text basics
- page layout
- styles
- tables
- columns
- lists
- spelling and grammar
- tracking changes and comments

... to more complex exercises such as:

- headers and footers
- page numbering
- line and paragraph spacing
- indents and tabs
- breaks
- inspecting and protecting documents

... to more creative work such as:

- shapes
- SmartArt graphics
- charts
- pictures and text boxes
- aligning, ordering, and grouping objects

A practical final project related to learners' employment search was also part of the program.

Should you be interested in learning to use Microsoft Word to create professional-looking documents, call Tri-County Literacy Council at 613-932-7161 for more information.



Microsoft Word 2016 graduates

New Training Launch: Communication Counts

Carol Anne Maloney (B.A.Sc.), Instructor

Starting September 17, 2018 Tri-County Literacy Council is launching a new training program titled “Communication Counts”.

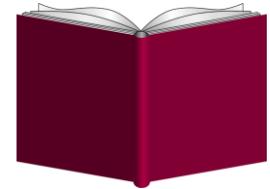
We all use communication. Communication is an essential part of life. People have different ideas and beliefs and at times it is impossible to come to an agreement. Communication can bring forth positive change and new ideas. It can also lead to conflict that damages relationships whether at home or work. This program will help adults improve their communication skills in a safe learning environment. The training will examine the following topics:

- Identifying your Communication Style

- Body Language
- Handling Feedback
- Assertiveness
- Anger Management
- Rights at Work
- Working Through Conflict

Guest speakers include Betty Healey (Life Coach and award-winning author), Angele D’Alessio (Canadian Mental Health Association), Charlene Roy (Social Worker/Therapist), Maged Botros (communication styles), and Denise Paquette (Rights in the Workplace).

Register for this exciting new program by phoning 613-932-7161.



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.

Learn in TCLC’s New Computer Lab

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

Recently, Tri-County Literacy Council was fortunate to receive funding from the Ministry of Training, Colleges and Universities (MTCU) to upgrade its computer lab.



It is the first time in 32 years, the agency was able to update its computer equipment and programs at the same time! Previously, learner intake was limited due to an inventory of various

computers, some purchased, some donated, at different times. This meant a mixture of equipment running an assortment of programs with varying versions.

Tri-County Literacy Council is proud to offer the following free computer training programs (using Windows 10 and Microsoft Office 2016 programs):

- Basic Computer
- Email 101 (Outlook)
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint

If you would like to learn to use a computer or programs, take advantage of valuable, free training guided and supported by a knowledgeable instructor and experienced classroom volunteers, using the latest technologies.

Microsoft Excel

Eric Heward (M.A., B. AH), Instructor



The summer 2018 Excel class was one that greatly exceeded my expectations. This was the first computer course featuring the new computer lab, so there was a bit of a learning curve for myself regarding the new equipment, as well getting accustomed to the new version of the program. I'm glad to report that we did not experience any issues and we had a graduating class of 11 students! The learners exceeded my expectations and adapted to the new technology without any concerns whatsoever. Congratulations to all the

Microsoft Excel summer 2018 graduates!

Now we enter the Fall and I'm once again teaching the class and ready to instruct a new group of learners. This 5-week course starts September 10th. Class runs Monday to Thursday 1 p.m. to 4 p.m. This course is perfect for anyone wishing to work in an office setting or simply wanting new ways of organizing data used in their daily life. Please call 613-932-7161 to register.

Information Management Systems

Josée Poisson (B.A.), IMS Coordinator



**Josée Poisson,
IMS Coordinator**

Hello, my name is Josée Poisson and I am the newest member of the fantastic TCLC team. I graduated with a B.A. from Concordia University in 1986 and I moved to the area in 2010. I worked for the Royal Bank/Automatic Data Processing (ADP) for over 15 years implementing payrolls for large corporate clients. I then went to work in a different industry in a small family-owned company. At EDREC Citrus we imported citrus for fundraising. (You may have bought a box of oranges or grapefruit from a local student.) And now, here I am!

There are so many challenges when first starting a new career. What's the telephone number? Where do I park? What are my passwords? Literacy terminology tested me from day one. I can now proudly say that I understand culminating tasks, Report 64 and the 9 Essential Skills among many others. I've also made sense of EOIS-CaMS (Employment Ontario Information System-Case Manage System).

As of July 31st, Tri-County Literacy Council has served 123 learners and they report a 99% degree of satisfaction with our services.

But by far, my biggest challenge has been the electronic sign proudly displaying messages on our front lawn. To my horror, I have managed to blank out all the messages. I believe I have now mastered this task, but I can't allow myself to be overly confident.

I have also temporarily stepped in the Bookkeeper position and am finding this role very interesting. Summer projects have been to collate the Annual Report, organize International Literacy Day along with my colleague Eileen, and develop a report that will track statistics by month and year. This will allow us to compare statistics with those of the same month in previous years.

I look forward to more challenges and want to thank the TCLC group for making me feel very welcome.

Learner Follow-ups

Eileen Hyland, Office Clerk

I have been working on the “Follow-up” aspect of the EOIS-CaMS database system since May. The “Follow-up” is a phone call placed to former learners who have completed a course with our agency. These calls are placed at 3, 6 and 12-month intervals to see what and how the learners are doing (working, volunteering or further education). It is also a chance to see how they liked the course and if there were any concerns (good or bad) regarding the course.

This is a very time-consuming effort to keep up-to-date. With the many courses that Tri-County Literacy Council offers there could be 20 – 40 follow-up calls every two weeks, along with trying to contact learners from previous courses. Usually, a total of 3 calls are attempted. A last resort is to send an email follow-up request.

These replies (statistics) are entered in EOIS-CaMS and are very important to the Ministry of

Training, Colleges and Universities (MTCU) as they monitor the learner outcomes. Based on this and other criteria, MTCU continues to fund Tri-County Literacy Council.

Although it can be challenging to reach some people, I really enjoy speaking with them to see where their new-found skills have taken them.

I also perform many other duties: photocopying and assembling course materials, running errands, replenishing books in the “Trading Post Library”, completing a monthly Health and Safety Checklist and generally assisting with whatever else is needed.



Eileen Hyland following up with a previous learner

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

The Seasons Turn, Turn, Turn

Johanna Fraser (B.A., B.Ed.), Literacy Assessor & Coordinator of Volunteers

Tri-County Literacy Council Staff

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

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

Josée Poisson (B.A.), IMS Coordinator

Johanna Fraser (B.A., B.Ed.), Literacy Assessor & Coordinator of Volunteers

Carol Anne Maloney (B.A.Sc.), Instructor

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

Eric Heward (M.A., B.AH.), Instructor

Eileen Hyland, Office Clerk

Sasha Major, Bookkeeper

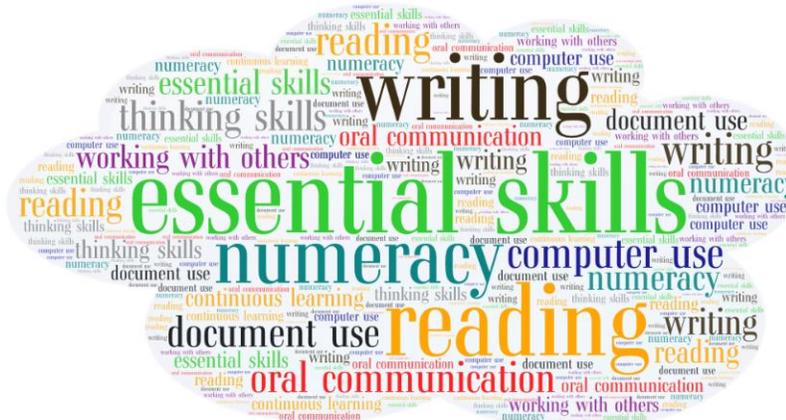
It has been a long, hot summer but as I look forward to the cooler weather I also look forward to new challenges. I hope you too look forward to new challenges! How better to challenge yourself than to think about learning new skills. At Tri-County Literacy Council, we offer a variety of programs to challenge yourself. It may be working with a tutor in our One-on-One Tutoring Program on any of the 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

It may be updating your English and Math skills in our Literacy and Basic Skills (LBS) course. It may be diving in to our GED Preparation course to prepare to take the GED exam. It may be taking one of our occupational courses such as Communication

Counts, Retail Associate, or one of our digital technology courses.

Whatever your direction may be, it all starts with an assessment. Most of us have been out of school for many years and therefore we are not sure where we stand regarding our skillsets and levels. We may know more than we think, as we continue to learn throughout our lifetime, even if we are not taking formal classes. Taking the first step to call for an appointment for assessment may be a personal challenge but it also means taking the first step to all sorts of possibilities. As the Assessor at TCLC, I want to help facilitate your personal challenge. The first place I like to start is with an interview where I ask you to share your goals as well as your educational and employment history. Next, based on your direction, I will choose the right tools for you to assess your skills. Lastly, I will write a Learner Plan that will give you the feedback you need to start your new challenge. Along your journey, I will be there to assist, evaluate and cheer you on. Your success is our success!



Hands-on: Tablet Training for Seniors - Update

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

I continue to work on the Tablet Training Curriculum with many Fall deadlines approaching. With the help of my senior reference group members, I have selected content and curriculum formats. Much of the content for the curriculum has been written including the following modules:

- Introduction
- The Basics
- Getting Online
- Apps
- Email/Communication
- Social Media
- Glossary



Once the content is completed, the editing and proofreading process will be done. Finally, the Pilot Class of 10 senior learners and 2 volunteers will take place in October. This will be the first group to pilot the curriculum and provide a great deal of feedback, so that we can adjust/edit the curriculum before the final product is released, in accordance with our agreement with the project funder New Horizons for Seniors.

As with any project, there is also a great deal of “behind the scenes” work. This includes taking photos to include in the curriculum, creating evaluations for the learners, volunteers and instructor, seeking feedback from reference group members, recruiting volunteers, logging statistical and anecdotal data for the project funder’s final report, setting up the tablets for classroom use (creating accounts), creating activities, answer keys and learner handouts... and the list goes on!

As always, it’s a busy and exciting project to be involved with and I look forward to continuing to share with you the success stories of this project.

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

John Parsons,
Member at Large

Dina McGowan,
Executive Director

International Literacy Day

Eileen Hyland, Office Clerk

I have been working on our International Literacy Day activities. It will be celebrated on **Monday, September 17, 2018 from 1:30 pm to 3:30 pm**. As this year's theme is "Literacy and Skills Development", to promote awareness of the importance and relevance of literacy and adult learning, we will showcase the 9 Essential Skills necessary for success at work and everyday life. There will be a fun quiz and prizes to be won. We will also be offering a mini tour of our agency building, formerly known as the Trinity Anglican Church Rectory, built in 1905 at a cost of \$5,085.19.

Funders



LBS Terms & Definitions

Assessment: a free Tri-County Literacy Council service which includes an interview as well as formal and/or informal written evaluation to develop a customized learner plan to help learners meet their goals. The training plan is ever-changing as the learner progresses.

Welcome Package: a Tri-County Literacy Council document which informs learners of the agency's charter, programs and services, as well as policies and procedures. It also serves as a signed learner agreement.

Exit Package: a Tri-County Literacy Council document which includes a goodbye message from the Executive Director, offers community referrals, and reminds learners of the importance of agency "follow-ups". It is filled out by learners at the end of each course to capture customer satisfaction feedback.

Teaching Standards: detailed instructor performance expectations to maintain a high level of training quality (Tri-County Literacy Council document)

Scheduling of Courses

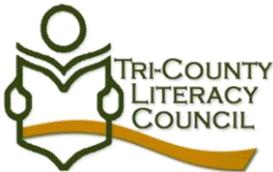
Carolyn Eva (B.A. Hons.), Administrative Assistant

Tri-County Literacy Council

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613-932-5121



We're on the Web!

www.tricountyliteracycouncil.ca

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

The Occupational Training courses offered at Tri-County Literacy Council are carefully chosen and offered strategically, in line with hiring trends and learner demand. The goal of these courses is always to help learners reach their literacy and employment goals, so we try to offer courses that help graduating learners find suitable entry-level positions in their field of study. This often means that our Retail Associate training program is offered in the early Fall so graduates are ready for hiring in October in preparation for Christmas retail positions. Likewise, our ever-popular Landscaping course is offered in the bleak of winter, so graduates are ready for spring hiring and gardening.

As TCLC must meet yearly Ministry targets (numbers of learners served), we must also schedule our courses for the year to ensure that we can meet these numbers. This involves scheduling the teachers, ensuring there is plenty of time to advertise the course, prepare course materials, recruit/schedule guest speakers/site visits and pre-register learners. This can be a juggling act involving staff schedules, special events, and room availability. We also try to avoid any duplication of services/training by keeping aware of other programs being offered by local partners.

Our small group classes are more enjoyable when there are at least 10 learners in the class, as this encourages learners to support each other on their learning journey. Instructors can facilitate constructive classroom discussion and learners can share their experiences and learn from each other. Additionally, more advanced learners can act as peer mentors

in the classroom. For these reasons, courses are generally only offered when TCLC instructors can pre-register enough learners to form a small group.

Scheduling is done with this specific goal in mind: to provide the best service to our community. So, if you call us to inquire about a course, please keep in mind that we will do our best to respond to community needs and provide the training as soon as we possibly can.



Call now to register!
613-932-7161

Upcoming FREE Courses

Course	Anticipated Start Date
Communication Counts	September 17, 2018
Choices	October 15, 2018
Health Care Support Worker	October 15, 2018
Money Management for Everyone	November 12, 2018
Email 101 or Microsoft Powerpoint	November 19, 2018
G.E.D. Preparation (grade 12 equivalency)	Always available
Literacy & Basic Skills Upgrading	Always available
One-on-One Tutoring	Always available



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EMPLOYMENT
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