



Literacy Service Plan 2012-2013

Hamilton Literacy Services

Literacy Community Planning (LCP) Committee

The mission statement of the Hamilton Literacy Community Planning Committee is to meet identified learner need and, through planning and coordinating literacy services, create a coherent, responsive and seamless learning system.

The goals of the LCP are to

- provide adult learners with better information and improved access to programs
- ensure consistency with the development of an integrated adult education system
- develop standard processes for learner assessment and follow-up
- create an outcome based approach to literacy service planning

Learning Network

Adult Basic Education Association

Literacy Agencies

Hamilton Literacy Council

HWDSB – Community and Continuing Education

HWCDSD – St. Charles Adult Education Centres

Mohawk College – College and Career Preparation

CNIB – Literacy Program for Deafblind Adults

Native Learning Centre – Hamilton Regional Indian Centre



Learning Network

Adult Basic Education Association

Phone	905-527-2222
Website	www.abea.on.ca

ABEA exists to improve the quality of life for the people of Hamilton through the promotion and support of lifelong learning.

Our Role is to

- facilitate local planning and coordination of literacy services
- provide ongoing support to literacy delivery agencies throughout the region
- promote literacy
- provide opportunities for professional development of literacy practitioners
- lead the development of a regional plan for information and referral, and provide these services when necessary
- coordinate and manage literacy development projects
- make impartial referrals for clients to the program which best meets their needs (all of Employment Ontario programs)
- represent adult literacy at planning tables
- partner with agencies in the community to facilitate referrals to literacy programs
- partner with other regional learning networks to develop consistent materials, messages and training
- create an environment of cooperation, collaboration and planning amongst literacy delivery agencies

Our role as a support agency allows the expertise and dollars of service delivery to remain with the delivery agencies. Through the network, the agencies become aware of gaps and duplications, allowing for program development to meet Hamilton-specific needs in effective and efficient ways. Without the network, literacy agencies would not have a coordinated table for community planning and cooperation.

The network makes presentations on behalf of the literacy agencies, informing social services, government and business of the literacy services available in the community. The impartial role of the network allows for referrals that meet the client's need.

We collaborate with other learning networks on projects and planning. Together we support our regions and promote best practices.

Services to the Public include

- free information and referral to upgrading programs for adults in Hamilton and surrounding area
- academic assessments (fee for service) for those needing to know their current academic levels and who need a comprehensive action plan
- Clear Writing Workshops and Consulting for agencies/businesses who wish to improve their communication skills to all audiences
- Workplace Education Services for businesses wanting to pursue workplace education programs
- Lifelong Learning Week
- Leaders in Literacy Breakfast and Annual Literacy Awards

Agency Achievements

ABEA received funding for 3 projects in 2011-12

1. Hamilton Community Foundation funded ABEA to provide information and referral and assessments in two neighbourhood HUBS. This project is directed towards the unemployed, under-employed and working poor who could not traditionally utilize our services.
2. Ontario Trillium Project: Clear Writing – In partnership with Literacy Link South Central and Quill Learning Network, ABEA received \$207,000 over a 2 year period to continue the Clear Writing work started in 09-10 and 10-11 through MTCU funding.

The project outcomes include

- a dvd for marketing and training
- an on-line training course for Clear Writing consultants and trainers
- a common marketing strategy and messaging for the Learning Networks of Ontario
- an accreditation process for future Clear Writing trainers and service delivery

This project will ensure that Clear Writing services provided by the Learning Networks in Ontario, will be consistent and meet agreed upon standards.

3. Enhancing Pathways – as a site of a Project Read led initiative ABEA brought ESL, LINC, ESL credit and LBS together to enhance partnerships and create a more seamless system for learners.



Literacy Agency

Hamilton Literacy Council

Phone 905-529-9907

Website www.hamiltonreads.cs

Hamilton Literacy Council (HLC)

- offers free literacy instruction (since 1973)
- offers 1:1 tutoring by trained volunteers and small group instruction
- helps English-speaking adults (19+ and out of school full time)
- serves LBS 1-3
- serves Essential Skills levels 1-2

The Hamilton Literacy Council provides adult students in Hamilton with a unique learning opportunity. We are a community-based agency that recognizes that learners have specific needs and challenges. In response, our program adapts to meet the varied economic and societal pressures faced by adult students. We serve the lower level learners and many of them require a non-threatening and supportive environment. Working with a tutor or in a small group provides this kind of setting.

We are closely linked with the community and network within Hamilton. This results in strong support and referral networks. HLC staff are working to build community partnerships within the employment network in order to aid our learners to reach their goals more effectively.

1:1 Tutoring - Intake is continuous and program timing is flexible to meet the needs and commitments of learners with outside obligations. Students are matched with a trained tutor and meet on or off site and have ongoing support and monitoring. Most volunteers come to us highly skilled from their employment and educational experience. We offer our volunteers professional development through workshops, conferences and seminars. Volunteers are an integral part of the community-based sector and they are the cornerstone of our 1:1 program.

Small Group Instruction - This is offered by paid instructors in groups of 3-8 learners. Small groups run six hours per week. This has proven to be a motivating and energizing experience for students who want more time learning and are not ready for a large classroom experience with limited support.

Employment - Workforce literacy is embedded in all aspects of our program .

The Hamilton Literacy Council provides services to clients who would not succeed in a classroom setting and who function at very low literacy levels. This service uses volunteers, resulting in a cost effective delivery of programming. The small group classes act as a bridge from the one-to-one program mode to classroom delivery, preparing learners to leave the Literacy Council and succeed in the other programs at higher levels of literacy.

Agency Achievements

- a. expanded services to offer evening classes
- b. expanded services to offer computer classes at LBS levels 1, 2 and 3
- c. provided job readiness consultation and referral to students
- d. maintains a student body to represent all students in the program
- e. attended the Laubach Literacy Ontario conference with students, staff and volunteers
- f. built partnerships with employment support service providers to help the students who want to find employment
- g. had 50 very strong tutor and student matches

Our staff are skilled teachers. All of our teachers were trained to use the new Ontario Adult Literacy Curriculum Framework. We will start using it in the fall of 2011.



Literacy Agency

HWDSB – Community and Continuing Education

Phone	905-561-2190
Website	www.cce.hwdsb.on.ca

Community and Continuing Education (HWDSB)

- offers both Regular and Modified Literacy and Basic Skills classes
- offers regular classes to adults 19+ years of age who have been out of school for more than one year, LBS levels 2-5
- offers modified classes to adults 21+ years of age with developmental disabilities, LBS levels 1-3
- offers credit courses to pursue a high school diploma or entrance into college/ university

A school board is often the first place a learner will look for literacy classes, as they associate improving their reading, writing and math skills with an educational institution. Many learners want a regular LBS program to bridge them into a high school credit program for their diploma, as well as employment. Educational programming offered through the Public Board of Education offers people, of all faiths, a learning opportunity without a religious focus. An established pathway exists within HWDSB to allow a learner's transition from LBS to further education to be seamless.

For adults with developmental delays or severe learning disabilities, HWDSB offers the only modified LBS program in Hamilton serving the needs of adults 21+ years of age wishing to gain further independence, employment skills, and/or go on to further education.

Agency Achievements

- a. focused on implementation of Ontario Adult Literacy Curriculum Framework with all staff in conjunction with LCP Stakeholders
- b. expanded program – continued offering a Night Program at King William
- c. continued to partner with Community Living Hamilton for job training and program development



Literacy Agency

HWCDSB – St. Charles Adult Education Centres

Phone	905-577-0555
Website	www.stcharles.ca

St. Charles Adult Education Centres (HWCDSB)

St. Charles Adult and Continuing Education Centres strive to be a Catholic Centre of Excellence serving the lifelong learning needs of the whole adult community, providing high quality and innovative programs. These programs are delivered by well-trained and knowledgeable staff through dynamic academic and business leadership.

St. Charles Adult Education Centres offer LBS levels 1 through 5, meeting the needs of learners wishing to further their education/training, ensuring a smooth transition into our Credit Day School, GED Preparation Program, Night School, Independent Study, and Credit Coop programs. Counselling support is available.

St. Charles Adult Education Centres offer classes in Literacy and Basic Skills (LBS) to adults 18 years of age or older at various times and various locations throughout Hamilton. LBS classes enable students to improve their English and Math skills up to a grade 10 level. The LBS programs include computer software, which enables students to work on their reading, writing, numeracy and employment opportunities while developing basic computer skills.

Program Details

- a. ongoing registration
- b. \$10 processing fee
- c. large selection of learning materials
- d. computer-assisted learning
- e. one-to-one tutoring
- f. individualized programming
- g. relaxed adult learning environment
- h. accessible locations with flexible hours
- i. qualified and caring instructors

All LBS classes embed **Essential Skills** within program delivery and assessment.

St. Charles has enhanced LBS program delivery with **Literacy with Employment Training (LET)** in all classes. LET offers 7 online modules that combine literacy training and skills for the workforce (e.g., resume writing, job search skills, labour and market research, interview and marketing skills, etc).

Academic Management (self-management/self-direction) skills are embedded in all LBS program delivery, improving a learner's management of study skills in order to re-enter an academic setting.

Bridging on Learners' Development (LBS/BOLD) is a 5 week program which provides supports for LBS level 4/5 learners whose goals are further/education and training. Curriculum is built around the Second Chance program (PLAR) and enables a student to earn up to 17 credits while the LBS instructor offers additional tutoring assistance to reinforce learners' transition into credit programs.

Second Career clients are placed in classes dedicated to Employment Insurance (EI) timelines.

Professional development is key to St. Charles Literacy and Basic Skills staff. St. Charles' staff recognizes the importance to continually embrace clear communications between the requirements for transition, curriculum planning and the learner's daily activity in the program with the implementation of the new Ontario Adult Literacy Curriculum Framework effective in April 2012. Staff knowledge of 'task based approaches' and 'task based assessments' will continue to increase on an ongoing basis. Goals have been set to improve relations with EO partners to bring about better referral protocols, increased understanding of assessment results and increased awareness of the LBS program/services.

Agency Achievements

- a. Family Literacy Day – keynote speaker and renowned Canadian athlete, Cecilia Carter Smith, Puppeteer, Tim Holland, St. Charles LBS staff and learners showcased St. Charles 6th annual celebration "Play for Literacy". Special guest readers, St. Patrick's Elementary students, joined in the celebration.
- b. ABEA Leaders in Literacy Breakfast – Jeffrey Lennox, St. Charles LBS learner was the recipient of the Hamilton Spectator Adult Learner Literacy Award.
- c. Literacy with Employment Training modules and Academic Management modules are offered online and delivered at all sites.
- d. OALCF/Current Training/PD – all LBS staff are undergoing ongoing training to understand and embrace the implementation of the new Ontario Adult Literacy Curriculum Framework.

- e. All three locations deliver a dedicated LBS multi-level class embedded with Essential Skills moving towards implementation of the new Ontario Adult Literacy Curriculum delivering a task-based approach and task-based assessments.
- f. LBS/BOLD – offers transitional supports provided for LBS level 4/5 learners whose goals are further education and/or credit. Curriculum is built around the Second Chance Program (PLAR) where LBS learners can earn up to 17 credits in 6 weeks. LBS instructors reinforce learning and provide extra assistance for those learners.
- g. Pre PLAR Program – offers transitional supports in order to strengthen learner skills in order to enter PLAR and/or credit programs. This benefits those learners who have been out of school for a long time or existing LBS 4/5 learners. Online options available with instructor/learner agreement



Literacy Agency

Mohawk College – College and Continuing Education

Phone	905-575-2029
Website	www.mohawkcollege.ca

Mohawk College - College & Career Preparation

- has been preparing students for post-secondary education and the workforce for over 30 years
- offers academic upgrading from Math (LBS 3), Communications – Reading (LBS 4) and Writing (LBS 3+) to college entry level
- serves adults who are seeking entry into post-secondary education, apprenticeship, or have employment goals

Mohawk offers a number of innovative program models to address unique community needs:

1. **Academic and Career Entrance – ACE** - Math, English, Chemistry and Physics are available through this tuition-free program and are recognized as a Grade 12 equivalent for purposes of admission to college postsecondary and apprenticeship programs. The ACE program is also accepted by many employers.
2. **Deaf Empowerment Program (DEP)** - provides specialized academic upgrading and essential skills to deaf adults in an instructional environment that is culturally and linguistically appropriate for the deaf learner. Taught by Deaf instructors using American Sign Language, learners are able to achieve personal and educational objectives with eventual progression to employment and further education.

Full and part-time schedules are offered.

Agency Achievement

Bruce Belcher – 2011 ArcelorMittal Dofasco Excellence in Teaching Award



Literacy Agency

CNIB – Literacy Program for Deafblind Adults

Phone 905-528-8555

Website www.cnib.ca

CNIB- Literacy Program for Blind and Deafblind Adults offers

- instruction provided in the individual's preferred method of communication
- computers equipped with technical devices needed for blind and Deafblind learners
- materials adapted by instructors for learner accessibility

CNIB LPDBA is celebrating the 25th anniversary of providing accessible Literacy and Basic Skills instruction for deafblind adults. The program focuses on the specialized needs of individuals with combined vision and hearing loss as they pursue their goals in the areas of greater personal independence, further education and employment.

Adult learners at the CNIB have access to specialized computers and sight enhancement and sight substitution technology and are able to use their preferred method of communication (for example Voice, ASL, Signed English or Signed Exact English, Large Print or Braille).

Our one-to-one and small group classes provide a friendly and supporting environment for adult learning.

Achievements:

The program is completing its 4th Research & Development Project to create curriculum and assessment materials aligned with the OALCF and specific to the needs of deafblind adults learners. The program serves two basic groups of learners. The Core Skills Group, which focuses on building basic skills in the Core areas of Communication, Reading, Writing and Numeracy skills and the Independence Group which works on contextualized learning modules including: Measurement for Personal Independence, Video Game Evaluator (including an online blog) Budgeting, Going Green, Extreme Sports, Federal Election 2011, Planning a Vacation, It's a Mystery!, What's Your Story?, Home is Where Your Story Begins, Mapping Skills, Healthy Relationships and Life Management to name a few.



Literacy Agency

HRIC – Native Learning Centre

Phone 905-548-9593

Website <http://hric712.tripod.com/>

The Hamilton Native Learning Centre has been providing adult education since 1987. The Literacy and Basic Skills program is housed within the Hamilton Regional Indian Centre, where learners have access to various programs and services that will assist in their learning journey.

The Hamilton Native Learning Centre offers an academic upgrading program for learners (LBS levels 1-5) to prepare for writing the GED (High School Equivalency), to prepare for high school credit programs, to prepare for apprenticeship programs, to gain further independence and enhance employment skills.

Services Available

- a. continuous registration
- b. initial assessments for levels 1-5
- c. individualized learning plan
- d. relaxed, culturally friendly learning environment
- e. one-to-one tutoring
- f. small group instruction
- g. basic computer instruction incorporated into program
- h. on-line/e-channel instruction
- i. life skills/personal development workshops
- j. Native-specific material
- k. holistic teaching methods
- l. full-time and part-time classes – Monday to Friday
- m. evening hours (check with centre for dates and times)