



## A Quick Guide to Ottawa's Literacy and Basic Skills (LBS) Service Providers

Program	Intake	Key Characteristics	Additional Information
<b>ACElinks</b> Community Partnership between Algonquin College, ALSO, John Howard and People, Words & Change	<b>Wendy Reid</b> <b>Ph : 613-789-7418 x 230</b> <a href="mailto:wreid@jhsottawa.ca">wreid@jhsottawa.ca</a> Continuous Intake  Call for appointment	Two downtown locations (Heartwood House-computer program; John Howard Society – full program)  Mornings: M-Th One-to-one Set curriculum Supportive environment  LBS level 5, and AU	-ACE Certificate (Grade 12 equivalent) -Communications -Fundamental Math -Computer Skills -Success Strategies  -Job Coach to assist with transition to employment, apprenticeship or college
<b>Algonquin College</b> Career & Academic Access Centre 1385 Woodroffe Av. K2G 1V8 Room J205  LBS/AU Coordinator: Lynne Eagan	<b>Brenda Gaitens</b> <b>Ph. 613-727-4723 x5722</b> Fax: 613-727-7625 <a href="mailto:gaitenb@algonquincollege.com">gaitenb@algonquincollege.com</a>  Bi-weekly intake 2 week orientation	On-site, West End Classrooms, M-F Mostly large group Set curriculum Days and evenings Full and part-time LBS Levels 2 – 5 and AU Year round classes	-General LBS Learners -ACE Certificate (Grade 12 Equivalency) -Through AU become eligible for post-secondary programs -Preparation for Health Sciences -Employment Programs <ul style="list-style-type: none"> <li>• Job Readiness</li> </ul>
<b>ALSO</b> Heartwood House 153 Chapel St. Ottawa, Ontario K1N 1H5  LBS Coordinator: Kim Oastler  ALSO Adult & Family Literacy – English + Deaf Program	<b>Kim Oastler</b> <b>Ph. 613-233-8660</b> Fax: 1-866-903-2522 <a href="mailto:Kim@also-ottawa.org">Kim@also-ottawa.org</a>  <a href="http://www.also-ottawa.org">www.also-ottawa.org</a>  Weekly Call for Appointment	On-Site, Central Community,  <b>English LBS</b> M-F (Days) Small group & 1-on-1  <b>Deaf LBS</b> M, Tues, F – 9:00 – 3:00 Thurs – 1:00 – 3:00 4:00 – 7:00  Professional Staff Full and part-time Flexible schedules Levels 1 – 5	-Learners needing extra supports and one-on-one -ALSOcares Family Literacy, including on-site childcare -Reading and Parenting Program (RAPP) -On-site volunteer learner placements
<b>CNIB Deafblind Literacy Program</b> 101-1355 Bank Street Ottawa, ON K1Z 6L6 <b>Case Manager:</b> Helena Plamondon	<b>Helena Plamondon</b> <b>Ph. 613-563-4021(ex. 5013)</b> Fax: 613-563-1898 <a href="mailto:helena.plamondon@cnib.ca">helena.plamondon@cnib.ca</a>	On-site, West 1-to-1 & small group (2-3) with paid instructors Days, Part-time Levels 1-3	-Learners who are deafblind -Funding is available for transportation and childcare expenses to those who qualify
<b>Skills Plus</b> John Howard Society 550 Old St. Patrick St. K1N 5L5  LBS Coordinator: Jan Goatcher	<b>Jan Goatcher</b> <b>Ph. 613-789-7418 ext.226</b> Fax: 613-789-7431 Email: <a href="mailto:jang@jhsottawa.ca">jang@jhsottawa.ca</a>  Weekly Call for Appointment	On-site, Central 1-to-1 & small group Days – Mon to Fri Part-time, flexible scheduling, Levels 1 – 5	-Learners that are currently in contact with or at risk of coming into contact with the criminal justice system. -Computer Skills training - <i>Surviving in the Workplace</i> workshops
<b>Ottawa Catholic Schools</b> 893 Admiral Avenue Ottawa K1Z 6L6 613-224-6281  LBS Administrator: Maria Makrakis <a href="mailto:maria.makrakis@ottawacatholicschools.ca">maria.makrakis@ottawacatholicschools.ca</a>	<b>Judith Freamo</b> <b>Ph. 613-228-8888, ext. 263</b> Fax. 613-228-9967 <a href="mailto:judith.freamo@ottawacatholicschools.ca">judith.freamo@ottawacatholicschools.ca</a>  Call for Appointment	On-site, two locations (west & downtown) Small and medium groups M – Th, mornings Friday – specialty courses Levels 1 – 4 Accepts volunteers	-General LBS Learners, -High School preparation, -Bridge to work, -Unlocking the Job Market, -Family literacy for parents of school-aged children -Custodial Training Program Masonry & Renovations/Construction
<b>Ottawa-Carleton District School Board</b> 440 Albert St. K1R 5B5	<b>Carol McMurchy</b> <b>Ph. 613-239-5951</b> Fax: 613-239-2324 Email: <a href="mailto:carol.mcmurchy@ocdsb.ca">carol.mcmurchy@ocdsb.ca</a>  Weekly Call for Appointment Placements by goal and level	On-site, Central, Classrooms, 1 community program, Med and large group, Days and evenings, M-F, Full and part-time Levels 1-4 Accepts volunteers	-Employment Preparation for Personal Support Worker (PSW), -Child Care Assistant -High School Preparation, -PLAR -Home Helper -Academic Upgrading, -Learners with developmental disabilities.

<b>People, Words &amp; Change</b> Heartwood House: au coeur de la vie 153 Chapel St, K1N 1H5  LBS Coordinator: Chris Girard	<b>Dee Sullivan</b> <b>Ph. 613-234-2494</b> Fax: 613-241-4771 <a href="mailto:info@pwc-ottawa.ca">info@pwc-ottawa.ca</a> <a href="http://www.pwc-ottawa.ca">www.pwc-ottawa.ca</a> Weekly Call Dee Sullivan for Appointment Assessments on site with staff	Off-site and on-site, one-to-one tutoring with trained volunteers Days and evenings Part-time Levels 1-3	-Learners wanting or needing 1-to-1. Confidentiality very important -Volunteer placement possibilities -Computer Skills Training -Preparation for Job Search
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**All programs are wheelchair accessible**



## Francophone Programs

Program	Intake	Key Characteristics	Other
<b>Moi, j'apprends</b> 235 Donald St., Suite 226 K1K 1N1  Executive Director : Louise Lalonde	<b>Louise Lalonde</b> <b>Ph: 613-748-3879</b> Alternate Phone : 613-446-5312 Fax : 613-748-3785 Email: <a href="mailto:moijapprends@bellnet.ca">moijapprends@bellnet.ca</a>  Weekly, Call for Appointment	On-site group Classrooms, Mostly large group Mon-Thurs, Days Mon & Wed evenings Full and part-time Flexible schedules Paid instructors Accepts volunteers Levels 1-5	-General LBS Learners -Job readiness classes -Self-esteem classes -Family literacy -Computer skills training
<b>La Cité collégiale</b> Alphabétisation et formation de base de l'Ontario 801, promenade de l'Aviation Ottawa K1K 4R3 <b>LBS Coordinator</b> : Alain Michaud ( <a href="mailto:amicha@lacitec.on.ca">amicha@lacitec.on.ca</a> ) Contact : Nicole Dupuis	<b>Nicole Dupuis</b> <b>Ph: 613-742-2493 X 2018</b> Fax: 613-742-2494 Email: <a href="mailto:ndupui@lacitec.on.ca">ndupui@lacitec.on.ca</a>  Weekly, Call for Appointment:  Sylvie Beauchamp Phone: 613-742-2493 ext. 2800 <a href="mailto:fbo@lacitec.on.ca">fbo@lacitec.on.ca</a>	On-site, East End Classrooms, Mon to Fri Days and evenings Full and part-time Levels 3-5 plus ACE Year-round classes	-General LBS Learners -ACE Certificate (Grade 12 Equivalency) / -Ontario Basic Skills -Introduction to Computers -Health Sciences Preparation -Financial assistance for transportation for those who qualify

## Learner Eligibility Criteria

The *Learner Eligibility Criteria for Literacy and Basic Skills/Academic Upgrading (LBS/AU)* is one component of the broader *Information and Referral Guidelines* developed by members of the Local Planning and Coordination Committee (LPCC) of the Ottawa Community Coalition for Literacy (OCCL). The *Learner Eligibility Criteria* are based on the criteria defined in the *LBS Program Guidelines (December 2010)*, Ministry of Training, Colleges and Universities.

### Purpose

LBS/AU service delivery organizations help adults improve their Essential Skills, including communication, numeracy and self-management in order to pursue a goal pathway to employment; education and training; apprenticeship; post-secondary; or independence.

LBS/AU organizations serve adults working at Levels 1 through 5 of Ontario's LBS Learning Outcomes or in Academic and Career Entrance (ACE) as defined by the Ministry of Training, Colleges and Universities (MTCU). The *Learner Eligibility Criteria* identifies those potential adult literacy learners whose learning needs can be met by the educational services LBS/AU agencies provide. Eligibility for enrollment is determined through each organization's initial screening and/or assessment process.

### Eligibility

There are two key areas of criteria for LBS/AU program eligibility:

1. pre-enrollment eligibility criteria
2. sustainable learning eligibility criteria

#### 1. Pre-enrollment Eligibility Criteria

Adults eligible to enroll in LBS/AU programs must:

- be at least 19 years old
- live in Ontario
- have communication and numeracy skill levels that fall within Levels 1 and 2 of the International Adult Literacy and Skills Survey (IALSS) or within the 5 LBS Learning Outcomes Levels for Ontario
- be without the literacy skills necessary to meet everyday needs

- be without the literacy skills necessary to find and keep a job
- communicate competently in English (Canadian Language Benchmark Level 6 or higher in speaking and listening).\*
- not attend regular day schools funded by the Ministry of Education or adult credit level programs
- have the ability to understand expectations and demonstrate the potential to learn to improve their reading, writing and numeracy

Some students may need temporary support to make the transition to adult credit level education or other educational or training programs. These learners may attend both LBS/AU and the other system for a maximum of three months.

Some students may be able to work at an adult credit level in numeracy, but not in English, or vice versa. These students may be enrolled in both adult credit courses and LBS/AU provided they are appropriately placed in each.

**Exceptions:**

Not more than 10% of total students within the region may be exceptionally placed. The rationale for all exceptional student placements must be documented and kept on file. For example young adults (16 -18) who demonstrate the maturity to benefit from adult education and have left the regular school system may enroll in LBS/AU programs as exceptions. A priority for these students is a return to the regular day school system.

**2. Sustainable Learning Eligibility Criteria**

After adult learners enter programs they must demonstrate both their readiness to learn and their ability to sustain learning in an LBS/AU setting. LBS/AU learners are expected to:

- set realistic long, medium and short-term learning goals with some support
- demonstrate progress towards learning goals within an appropriate time frame, as defined by each delivery organization
- work cooperatively
- complete work independently
- treat other learners and staff with respect
- make a commitment to regular attendance, as defined by each delivery agency
- demonstrate socially responsible behaviours and attitudes
- understand and agree to each LBS/AU agency’s learner code of conduct

**Exceptions:**

Programs may make exceptions based on individual circumstances.

When a potential learner meets the pre-enrollment criteria but it is unclear during the intake and assessment process if they will be able to meet the Sustainable Learning Criteria, agencies may allow for a trial learning period.

**Note:**

**Deaf and Deafblind Learners**

LBS delivery organizations serving the Deaf or hard of hearing may serve learners who are not proficient in spoken English. Services are delivered in ASL or the learner’s preferred method of communication.

**\*Canadian Language Benchmark 6**

Speaking

- communicate with some confidence in casual social conversations
- communicate facts and ideas in some detail
- provide simple narration
- use the phone to communicate on familiar matters
- experience stress during phone exchanges with strangers
- considerable stress affects performance

Listening

- can follow main ideas, key words and important details on relevant topics at a slower to normal rate of speech (face to face formal and informal conversations, audiotapes and radio broadcasts)
- can follow short, predictable phone messages
- may need repetition
- may have frequent problems following unknown details on the phone in unpredictable conversations and messages when context and topic are not familiar