



The Update

It's hard to believe that summer is almost over. While we didn't have the loveliest seasonal weather, the cloudy days and plentiful rainfall provided great opportunities to relax and curl up with a good book!

What's happening at OCCL this fall?

Upcoming Workshops

Wednesday, September 24

Non-Violent Crisis Intervention Training (FULL)

Wednesday, November 19

The 3R's of Research

Mark your calendars! See the enclosed flyer for details on *The 3R's of Research Workshop*.

Events

Friday, October 3, 2008

Colleen Cooney Celebration of Literacy Luncheon

OCCL is hosting our annual luncheon at Algonquin College's Restaurant International on **Friday, October 3**. A gourmet lunch will be prepared and served by the students of the Hospitality Program. This year's keynote speaker is **Roy MacGregor**, author of both fiction and non-fiction books and regular columnist for The Globe and Mail.

The luncheon is an entertaining and enjoyable way to network with people who are involved in literacy. See page two for details on how to reserve a spot.

October 6-8, 2008

Ontario Literacy Coalition's (OLC)

Spotlight on Literacy Training Event

The OLC is convening this training event to provide tools, resources and opportunities for networking and information-sharing in the literacy field. The keynote speaker is Dr. Allan Quigley, Professor of Adult Education. Dr. Quigley will be speaking on:

The Head, The Hand and The Heart:

Building Literacy Through Professionalism

For more information on the event, see page eleven.

Project - ASL version of ***Getting to Know the Library***

OCCL and Ottawa Public Library have produced *Getting to Know the Library*, a comprehensive manual (available in English and French) that introduces adult literacy and ESL learners to the Ottawa Public Library. Now we have received funding from the Ministry of Training, Colleges & Universities to develop a downloadable ASL video (25 – 40 minutes) of selected key activities from *Getting to Know the Library* that will introduce Deaf learners to how the library works and to the wealth of materials and services they offer.

Dates to Remember.....	page 2
National and Provincial News.....	page 3
Ottawa Public Library.....	page 5
Local Program and Community News.....	page 9
Resources.....	page 13
Hotline Statistics.....	page 16



DATES TO REMEMBER

OCCL's mission is to support, promote and strengthen adult literacy services in Ottawa through communication, research and public education.

Please direct any comments or questions to:

Executive Director: Mary Wiggin
Community Coordinator: Maureen McGovern

Address: 107-211 Bronson Avenue,
Ottawa, Ontario K1R 6H5

Phone: 613-233-3232

Fax: 613-233-0299

Website: www.occl.ca

E-mail: abcline@occl.ca

Board of Directors

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Sarah Jappert Carol McMurchy
Lina Léveillé

September 10 - Board & LPCC meeting

Heartwood House
153 Chapel Street

September 17 - Family Literacy Day Planning Committee

Heartwood House
153 Chapel Street

September 24 - Non-Violent Crisis Intervention Training Workshop

Rideau Tennis Club

October 3 - Colleen Cooney Celebration of Literacy Luncheon

Restaurant International,
Algonquin College

October 15 - LPCC Meeting (all day)

Employment Ontario
347 Preston Street

November 12 - LPCC meeting

Heartwood House
153 Chapel Street

November 19 - The 3Rs of Research Workshop

Hampton Inn

Reminder!

It's time to book your spots for the
**2008 Colleen Cooney Celebration
of Literacy Luncheon**

When: October 3, 2008

Where: Algonquin College Restaurant International

Our keynote speaker is **Roy McGregor** of The Globe and Mail. The cost of the luncheon is \$25.00 per person. Call 613-233-3232 or email maureenmcgovern@occl.ca to reserve your place! Visit www.occl.ca and click on **Events** for more details.



Ottawa Community Coalition for Literacy

NATIONAL AND PROVINCIAL NEWS

NEWS from NALD...

NALD is on the Move!

On August 28, the National Adult Literacy Database (NALD) moved to Sterling House, 767 Brunswick Street, Fredericton, New Brunswick. All contact information for NALD will remain the same except for the street address.

New Funding to Improve Adult Literacy

The Canadian Federal Government is investing \$950,188 (2008-2010) in ABC CANADA Literacy Foundation to fund the organization's activities such as Family Literacy Day, Look Under LEARN, and other programs including their private sector champion's initiatives that encourage Canadian businesses, groups and individuals to address adult and workplace literacy. The funds will also enable ABC CANADA to expand literacy and essential skills networks, promote active partnerships and create awareness of challenges people face because of low literacy and essential skills.

Call for Nominations

Sharing the Flame: Recognizing Excellence in Learning

Deadline: October 15, 2008

The Canadian Council on Learning (CCL) is seeking nominations for its second annual recognition program, Sharing the Flame: Recognizing Excellence in Learning. Sharing the Flame highlights some of Canada's most promising practices in learning - giving these initiatives the visibility they deserve, and helping others to learn from their success. CCL will recognize initiatives in the following learning themes:

- Aboriginal learning
- Adult Learning
- Early childhood learning
- Health-related learning
- Work and learning

Visit www.ccl-cca.ca for more information and a nomination form.

September 8 - International Literacy Day

Information on how it got started and a list of events happening throughout Canada can be found at www.nald.ca/info/events/annual/ild/ild.htm



NATIONAL AND PROVINCIAL...cont'd

Community Literacy of Ontario Annual General Meeting November 4, 2008 in Toronto

Participants will enjoy:

- An informative E-Channel Workshop
- Table discussions on key topics of interest to literacy
- Networking with peers

Visit www.nald.ca/clo.htm for more information on the AGM

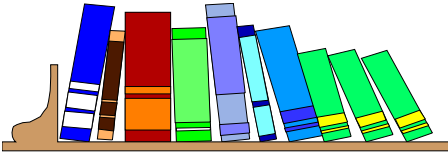
OLC's Weblogs - Have Your Say, Share Your Story

Do you have questions about local planning processes or how literacy fits into the new labour market delivery system or any other related questions? If so, post them to OLC's Weblog on Ontario's Integrated Service Delivery Model by heading to www.ontarioliteracycoalition.com and clicking *Ontario's Integrated Service Delivery Model* in the right hand menu or at the top of the page.

Upcoming at ALSO (Alternative Learning Styles & Outlooks)

Raise-A-Reader Day - Wednesday, September 24. Support Adult and Family Literacy by hawking the Ottawa Citizen newspaper from 7:00 to 9:00 a.m. Lots of fun for early risers. Starts at City Hall. If you are interested in helping contact ALSO contact@also-ottawa.org or call 613- 233-8660.

You are also invited to ALSO's **Annual General Meeting** on Thursday, October 2, 2008 at 5:00 p.m. at Heartwood House, 153 Chapel St, Ottawa. contact@also-ottawa.org or 613-233- 8660. ALSO provides adult and family literacy programs for the Ottawa downtown core. This year the AGM features the launch of the new website, and the CD's generated by the VoicePrints Project. Everyone is welcome.



Every Kid a Card!

Before heading back to school, make sure your child has the one school supply that will help them with all their school and leisure activities - a library card!

That's the slogan the Ottawa Public Library is using in their Every Kid a Card campaign to increase the number of children who have library cards and who use the library system. Last year, 4,949 kids participated in the campaign and of those, 1,099 got a library card for the first time.

Children and their families are encouraged to visit their local branch or the bookmobile between Wednesday, August 13 and Friday, September 19 to participate. Kids, 16 and under, who receive a new library card or renew their membership, also receive:

- A chance to win a laptop or other great prizes
- A pizza coupon
- A public swim pass

Media sponsors for the campaign are the [Ottawa Citizen](#), [CTV](#), [Majic 100](#) and [L'Express](#). Corporate sponsors are [Staples Business Depot](#), [Pizza Pizza](#), [City of Ottawa](#) and [The Ottawa Senators](#).

Coupons will be given out while quantities last. Winners will be contacted by phone before Friday, September 26.

A parent's signature is needed so parents must bring their kids to the library.

Libraries all over Canada thrive in Internet Age

In July of this year, the Vancouver Sun ran an article on how well libraries are doing across the country.

Business is booming at Canada's major public libraries, which credit everything from the high price of buying books to social networking, vampires and a new social acceptance for frothy best-sellers.

"People say libraries are dying because of the Internet," said Beth Barlow, Chief Librarian at Surrey Public Library.

"But we're finding a lot of growth in people who get library cards, and a continual growth in the circulation of our materials."

To access the article, Google the phrase - *Libraries all over Canada Thrive in Internet Age - Vancouver Sun*.



Essential Skills

Community Literacy of Ontario (CLO) has produced information bulletins on Essential Skills . The purpose of the bulletins is to demystify the Essential Skills website by providing useful links, effective tools and resources. Visit: www.nald.ca/clo/publications.htm and click on the **Newsletters** sidebar to access the bulletins related to essential skills. The following information appears in CLO's June 2008 Bulletin.

Quick Glance Guide to Essential (ES) Links *CLO's Top Ten List of "Must See" ES Links*

Guide to Essential Skills Profiles

http://srv108.services.gc.ca/english/general/readers_guide_whole.shtml

The Companion to the Authentic Workplace Materials User Guide

http://srv108.services.gc.ca/awm/main/c_toc_e.shtml

Introduction to the Occupational Profiles

<http://srv108.services.gc.ca/english/general/intro.shtml>

Essential Skills Toolkit

<http://srv108.services.gc.ca/english/general/toolkit.shtml>

New Tools

http://srv108.services.gc.ca/english/general/casestudies_e.shtml

How Others Are Using Essential Skills

http://srv108.services.gc.ca/english/general/Application_e.shtml

How Can I Use This Site?

http://srv108.services.gc.ca/english/general/i_am_a_e.shtml

Understanding Essential Skills

http://srv108.services.gc.ca/english/general/Understanding_ES_e.shtml

10 Myths We Shouldn't Believe About Essential Skills

http://srv108.services.gc.ca/english/general/Myths_e.shtml

The NOC Coding System

http://srv108.services.gc.ca/awm/main/c_ap_noc_e.shtml

Important Tip: Visit the CLO website (address above) and click on the June 2008 newsletter. This list appears on the last page and you can click on the links to view the pages rather than attempting to type in the urls .



211

211 is coming to Ottawa

What is it?

211 is an easy-to-remember, toll-free telephone number that connects callers, in the language of their choice, to the non-emergency social, health, and government services and programs that serve the community. This free, confidential service links callers with highly-skilled, bilingual, information and referral specialists who are trained to direct them to the most appropriate service provider. 211 is available to everyone in our community. It is funded through a partnership that includes the provincial and federal governments, the City of Ottawa and United Way/Centraide Ottawa.

The Community Information Centre of Ottawa (CICO) is providing the multilingual 211 service. With access to a constantly updated database of more than 1,540 community organizations, the Centre's information and referral specialists are able to provide detailed information about the programs and services available, eligibility requirements and terms of service. This database will also be available online at www.211Ontario.ca.

Who benefits from 211?

- Community members - 211 supports people in times of personal difficulty and during non-life-threatening emergencies
- Service organizations - 211 efficiently links services with people in need and reduces time and effort in dealing with inquiries
- Volunteers - 211 connects people who want to help their community with opportunities to donate time or money
- Governments - 211 relieves pressure on other information services provided by governments and reduces duplication and overlap among help lines
- Planners - 211 creates real-time data on service use and community needs, helping them to identify service gaps and to plan for additional resources

211 - working for the community

Studies in the United States and Canada demonstrate that the benefits of 211 to the community, clients and governments far outweigh the costs. Research and experience from communities served by 211 show that this service:

- Ensures residents get help faster in times of need
- Allows human and social service organizations to be more productive and better anticipate the needs of their clients



Ottawa Community Coalition for Literacy

211...continued

- Helps governments provide service. 211 service complements 311 municipal service and reduces the number of non-emergency calls to the 911.
- Creates a powerful social policy and planning tool by consolidating information about the services that communities need

Who guides 211's service?

The Community Information Centre of Ottawa (CICO) and the Distress Centre of Ottawa and Region (DCOR) partnered to bring 211 to the community. 211 is guided by a 211 Steering Committee made up of service providers and funders as well as a 211 Community Advisory Committee.

211Ontario

By 2011, everyone in Ontario should have access to 211. Eight regional call centres located across the province will be in operation by summer 2008 to serve our major population centres. From these regional centres, 211 will be gradually extended to smaller communities. In Ottawa, 211 is a key element of a provincial and national vision to enhance access to human and community services for all Canadians.

Dial 211 today

As of now, 211 is available **Monday to Friday** from **8:30 a.m. to 4:30 p.m.** As part of its formal launch in late September, 211 will be available 70 hours a week, Monday through Sunday from 8:00 a.m. to 6:00 p.m. with plans to offer a 24/7 service in the near future.

For more information contact:

Karen Milligan at: kmilligan@unitedwayottawa.ca or

Marie-Andrée Carrière at : ma.carrière@cominfo-ottawa.org.



Local Program News

ALSO's Fourth Annual Amazing Book Race

Be one of 50 teams who will race on foot and by bus to various literacy hot spots in Ottawa. At each checkpoint, teams complete a fun literacy activity. The first teams to reach the finish line win prizes! The event will end with a barbecue, awards celebration, and a visit by a celebrated children's author. For more information and to obtain a brochure and registration form, visit the ALSO website at:

www.also-ottawa.org

Cycle Salvation opens -

Causeway's third and newest social enterprise, Cycle Salvation, recently opened at 477 Bronson Avenue in downtown Ottawa. Cycle Salvation takes donated and discarded bicycles rebuilds them to make them safe and roadworthy and then re-sells them. Since opening in early May, business has been booming and the reason is simple economics. Cycle Salvation will sell you a checked-out bike for as little as \$40. Fully rebuilt and reconditioned bicycles can be purchased for \$150 - far less than the cost of a comparable new bike.

Paul Wylie, Cycle Salvation's manager will train and work alongside Causeway clients as they gain the mechanical skills necessary to refurbish these discarded bicycles. Cycle Salvation is open **Tuesday-Friday, 9:00 to 5:30** and **Saturday, 9:00 to 1:00**. Telephone: **613-288-1454**.

DISCOVERY UNIVERSITY UPCOMING SESSION...

In Fall 2008, Discovery University will offer a non-credit, university-level course entitled *Ethics in a Global World* at the campus of the University of Ottawa. The course is open to persons who are experiencing homelessness or living on low incomes.

Course dates: Friday, October 3 to Friday, December 5

This course explores the global nature of our world from an ethical perspective. We focus on the ethical challenges and opportunities of our global world where we share one economy, one environment and one human community. Topics include: culture and diversity in a global world; global economics and poverty; global gender issues; global justice; the global ecological crisis.

**For more information, please contact First Baptist Church
at 613-234-3261 or at office@firstbaptistottawa.ca**



Local Program News

Congratulations to Chris Harwood Winner - 2008 Canada Post Community Literacy Award!

Chris has won the 2008 Canada Post Community Literacy Award in Ontario under the Educators category. In her 15 years as a literacy practitioner in Canada, Chris has taught in multi-level classes, delivered workshops, moderated panels and led literacy awareness sessions at the national, provincial and local level. She has also developed resources such as the highly-regarded *Handbook for Literacy Tutors* and the fabulous manual *Getting to Know the Library* which is going to be translated into American Sign Language.

Congratulations to Chris, a truly outstanding individual in our community!

The **Neil Squire Foundation** (Ottawa) office will be moving effective August 29, 2008.
Their new address will be:

34 Colonnade Road, Suite 150
Ottawa, ON K2E 7J6
Telephone No.: 613-723-3575
Fax No.: 613-723-3579

Bridging Courses at Carleton University!

The Centre for Initiatives in Education (CIE) at Carleton University offers affordable non-credit Bridging Courses for adults who want to explore the possibility of university study, and upgrade their writing and speaking skills.

A grade of "B" or better in the Bridging course may offer admission of mature students to a Bachelor of Arts program at Carleton University. Course participants must be 21 years of age or over, permanent residents of Canada, and comfortable in both spoken and written English.

For more information call 613-520-2600, ext. 3740 or visit:

www.carleton.ca/cie



Ottawa Community Coalition for Literacy

Conferences, Events & Training

Ontario Literacy Coalition's Training Event

Spotlight on LEARNING

Literacy Takes Centre Stage

Delta Chelsea Hotel - Toronto

October 6-8, 2008

This event brings two learning models together. The Training Event offers workshops and panel discussions for literacy coordinators and literacy practitioners. The Adult Learner's Leadership Forum, running at the same time, gives student leaders an opportunity to learn. The OLC's goal is to shine a spotlight on learning in its many forms.

For details and/or to register online, visit www.on.literacy.ca/training/spotlight.htm

Financial Literacy Summit

The Ottawa Community Loan Fund is holding a financial literacy summit on **October 28** at the R.A. Centre, 2451 Riverside Drive, Ottawa. The summit follows a *train the trainer* approach and aims to heighten the awareness of individuals working with vulnerable populations on the financial literacy issues, resources and services that are available, in the community.

Registration for this all day event will begin shortly. For further information refer to the website:

www.oclf.org or contact:

Ignacio Estefanell, Manager of Marketing and Outreach

Email: ignacio@oclf.org

Health and Literacy: Constructing Curriculum for Health-Care Providers

A Learning Institute

October 16-18, Calgary

The Centre for Literacy, Bow Valley College and the Health and Learning Knowledge Centre (CCL) are co-sponsoring this three-day institute in Calgary from October 16-18, 2008.

- ◆ What do we currently teach health-care providers about the connections between literacy and health?
- ◆ Do we agree on what should be taught to whom at what point in their professional training?
- ◆ What should physicians learn about health literacy?
- ◆ How should foreign-born providers be trained?

For more information on the institute, visit:

www.centreforliteracy.gc.ca/whatsnew/Healthlitinst/HLinstIndex.htm



Training Opportunity for Literacy Practitioners

GO Online Learning

Are you curious about online learning? Are you interested in developing skills with learning technologies? Do you want to experience online learning but are unsure where to start? The Getting Online (GO) Project team is excited to offer an **Introduction to Online Learning** course that has been specially designed for literacy practitioners in Canada. This 8-week online course will explore a variety of topics such as:

- Personal hopes and fears about online learning
- Building online learning communities
- Online learning and the literacy field

Participants will be introduced to various learning technologies including Moodle, Elluminate, and teleconferencing.

The course will be offered in three different sessions:

- October 6 to November 28, 2008
- January 12 to March 6, 2009
- March 23 to May 15, 2009

Participants will be supported by facilitators who are skilled in working with people who are new to online learning technologies. To participate, you will need:

- A computer with internet access
- A headset with a built-in microphone or a microphone and speakers
- Basic word processing skills and technical ability to send emails and browse the internet

Registration for each course is limited to 15 participants. Course fees are \$55.00 which includes all course materials. For further information or to register, please contact Deborah Morgan by email at deborah_morgan@elit.ca. Courses will be filled on a first come, first served basis.

Enclosures with this newsletter:

- The 3Rs of Research flyer
- Grass Roots Press brochure



RESOURCES

Check out the **CLAD Thesaurus** by Clear Language and Design. The Thesaurus gives a *problem* word and then suggests alternative words that can be used. For example:

Problem Word

abandon

Suggested Words

give up
quit
leave

You can download the document at:

www.nald.ca/library/learning/cladthes/cover.htm

Continuous Improvement Performance Management System (CIPMS) Online, Self Study Training Module on "Literacy Basics" is now available!

Community Literacy of Ontario is pleased to announce that The ABCs of CIPMS module has been added to their highly regarded Literacy Basics at www.nald.ca/literacybasics.

This self-study online training module includes an introduction to performance management and also looks closely at how the CIPMS can be systematically implemented in Ontario literacy agencies. The module features tips and tools along with many downloadable forms that have been developed by a number of literacy delivery agencies. These forms can be customized for use as needed. MTCU's "Agency Assessment Guide" and accompanying "Agency Assessment Tool" are also available in their entirety.

The ABCs of CIPMS module can help prepare you to understand key concepts related to CIPMS. It will also provide you with strategies to effectively collect and analyze program data and use that data to identify areas of strength as well as areas for improvement.

MyGates Website: Goals and Training for Employment Success

CESBA (Continuing Education School Board Administrators) has developed a new website called MyGates.

This website is intended for people who are looking for work but do not plan to go to college or university. It was also developed for Employment Ontario partners who help people look for jobs and get the training they need.

Check it out at www.mygates.ca



RESOURCES

New from Grass Roots Press

Due to popular demand, Grass Roots Press has expanded its line of high-interest, low-vocabulary books. Emergent readers will appreciate the relevant content and readability level of the Grass Roots Readers. Each page includes a captivating photograph and one or two short sentences. The photographs illustrate the text, making the words easier to decode. These compelling photostories are guaranteed to provide beginning readers with a positive reading experience. The new titles are: *A Good Night's Sleep, Fad Diets, Saying No, How to Build Community, How to Live Green, How to Stop Hiccups, Bald Eagles, Grey Seals, Wolves, A Bad Car Day* and *Late Again*. These are written at a grade one reading level.

They have also expanded their easy-to-read biography series. The books portray the lives of notable Canadian, American and international activists. The well-organized chapters, glossaries, and discussion questions can be used to promote pre-, during, and post-reading strategies. The photographs, maps, and illustrations reflect the text making the words easier to decode. Each biography contains 48 pages-long enough to impart excellent information and short enough for beginning readers. The new titles in this series are: *Dalai Lama, Jean Vanier, Eleanor Roosevelt, Fannie Lou Hamer, Laura Secord, Oskar Schindler, Rick Hansen, Elizabeth Fry, June Callwood* and *Mahatma Gandhi*. These are written at a grade two reading level.

See the **Grass Roots** brochure enclosed with this newsletter for details on the publications and how to order.

We're pleased to announce that **Roy McGregor**, journalist and author, has agreed to be the keynote speaker at this year's Colleen Cooney Celebration of Literacy Luncheon. As well as being a regular writer for *The Globe and Mail*, Roy is the author of numerous books for adults and children including the *Screech Owl* Series.

These two books by Roy MacGregor may be of interest to adult learners.

- **A Loonie for Luck. 2002.** (hockey story with a foreward by Wayne Gretsky)
- **The Dog and I: Confessions of a Best Friend. 2006.** (short essays on the dogs in MacGregor's life)



A LITTLE HUMOUR

Riddles for you...test your ability!

1. A murderer is condemned to death. He has to choose between three rooms. The first is full of raging fires, the second is full of assassins with loaded guns, and the third is full of lions that haven't eaten in 3 years. Which room is safest for him?
2. A woman shoots her husband. Then she holds him under water for over 5 minutes. Finally, she hangs him. But 5 minutes later they both go out together and enjoy a wonderful dinner together. How can this be?
3. What is black when you buy it, red when you use it, and gray when you throw it away ?
4. Can you name three consecutive days without using the words Wednesday, Friday, or Sunday?
5. This is an unusual paragraph. I'm curious as to just how quickly you can find out what is so unusual about it. It looks so ordinary and plain that you would think nothing was wrong with it. In fact, nothing is wrong with it! It is highly unusual though. Study it and think about it, but you still may not find anything odd. But if you work at it a bit, you might find out. Try to do so without any coaching!

THE ANSWERS TO ALL FIVE THE RIDDLES ARE BELOW:

1. The third room. Lions that haven't eaten in three years are dead. That one was easy, right?
2. The woman was a photographer. She shot a picture of her husband, developed it, and hung it up to dry (shot; held under water; and hung).
3. Charcoal, as it is used in barbecuing.
4. Sure you can name three consecutive days, yesterday, today, and tomorrow!
5. The letter **e** which is the most common letter used in the English language, does not appear even once in the paragraph.



Ottawa Community Coalition for Literacy

HOTLINE STATISTICS

Contacts	June	July
Calls from learners	3	5
On behalf of learners	6	5
Learner follow-up	1	2
From Volunteers	7	8
Literacy Outreach	6	6
OCCL Admin	78	59
Community	37	25
Workforce Development	40	33
Special Projects/Resources	57	52
Provincial and National Activities	27	47
Employment Ontario/LPCC	111	38
Training - Learner & Practitioner	22	41
Family Literacy/FLD Events	23	15
PGI	28	20
Events	0	3

Total **446** **359**

Referrals*

Ottawa-Carleton District School Board	1	1
Ottawa Catholic School Board	2	2
PWC	2	3
ALSO	2	1
Algonquin College (CCP)	2	2
ILC Web site		
ELTOC		
ACElinks		
John Howard Society		
Sage Youth		
Moi, j'apprends		1
Adult High		
St. Nicholas Adult		1

Western Quebec Literacy Council
 Job Connect at the Y
 Language Assessment Centre
 Ottawa Public Library
 No referral

Total **9** **11**

* At times we make more than one referral per call. The total number of referrals therefore may be higher than the total number of calls received.

OW related calls: **2** **5**