



The Update

Colleen Cooney

Celebration of Literacy Luncheon

By now you'll have received your invitation in the mail to the luncheon (and if for some reason you haven't you can see it on our website at www.occl.ca) on **Friday, September 25**. The luncheon is a great opportunity to meet old friends and do some gentle networking. Tickets are \$25.

To reserve your spot contact Maureen at the OCCL office at maureenmcgovern@occl.ca or 613-233-3232.

We're thrilled to welcome local author, **Alan Cumyn** as our keynote speaker. The invitation on the website contains a short biography of Alan. Spread the word to your friends and fellow book club members.

All are welcome!

Understanding Essential Skills

We have posted information on Essential Skills on the OCCL website with lots of handy links. Our purpose is to provide some clarity on the complex topic of Essential Skills. Check it out and let us know what you think. Visit:

www.occl.ca/eskills.htm

Changes Ahead...

This summer we learned that the Ottawa Deaf Centre (ODC) Literacy Program will be moving to Heartwood House to become part of ALSO (Alternative Learning Styles and Outlooks). Though we were sad to hear that the ODC had to close its doors, we're pleased that this

essential literacy program will continue to exist. The Deaf Centre Literacy Program has been a dynamic and integral part of the literacy community and it is gratifying to know that this service for Deaf learners will carry on.

Launch of the ASL Video - Getting to Know the Library

OCCL and Ottawa Public Library (OPL) are proud to announce that the American Sign Language video of *Getting to Know the Library* will be launched this fall.

When: Thursday, October 22, 2009
4:00 - 6:00 p.m.

Where: Greenboro District Library
363 Lorry Greenberg Drive
Ottawa

Project coordinator, Chris Harwood, filmmaker, Gord Stephen and project consultants ODC and CNIB Literacy Program for Deafblind Adults have done a wonderful job.

Details on the launch will be posted on our website shortly.

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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: MaryWiggin
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

Chair: Marcia Aronson

Treasurer: Edwine Alphonse

Literacy

Reps: Kim Oastler
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Louise Lalonde

Community Rep: Wendy Siebrasse

Local Planning & Coordination Committee

Co-Chairs: Jan Goatcher / Sara Jappert

Members:

Brenda Gaitens Lina Léveillé
Chris Girard Louise Lalonde
Kim Oastler Maria Makrakis

Christine Pinsent-Johnson

NOTE: Articles and items published in **The Update** do not necessarily reflect the views of the *Ottawa Community Coalition for Literacy* but are intended to share information and ideas related to adult literacy

September 9 - Board & LPCC Meetings
Heartwood House
153 Chapel Street

September 25 - Colleen Cooney Celebration of
Literacy Luncheon
Restaurant International
Algonquin College

October 14 - LPCC Meeting
Heartwood House
153 Chapel Street

October 22 - ASL Video Launch of
Getting to Know the Library
Greenboro District Library
363 Lorry Greenberg Drive

November 11 - LPCC Meeting
Heartwood House

Reserve your place for the
*Colleen Cooney Celebration
of Literacy Luncheon*
at Algonquin College on
Friday, September 25

Details on the luncheon and keynote
speaker, **Alan Cumyn** are available at
www.occl.ca.

Hope to see you there!



NATIONAL AND PROVINCIAL NEWS

New Funding for Literacy Agencies

The literacy community is delighted that new funding has been allocated by the provincial government for literacy programs in Ontario. This funding will provide critical financial support to 300 adult literacy programs across the province. Literacy and Basic Skills agencies work with diligence and commitment to help learners pursue their dreams for a better future in the workplace, home and community. Provincial literacy agencies deliver critical training services to over 48,000 adult students. We thank the Government of Ontario for their increasing commitment to Ontario literacy organizations.

Working Together Towards Ontario's Adult Literacy Curriculum

The Ministry of Training, Colleges and Universities is working to develop an Adult Literacy Curriculum (ALC). The ALC will be a valuable tool for LBS practitioners that will increase their ability to demonstrate learner achievements to next-step service providers and ultimately lead to improved outcomes for learners, including easier and more successful transitions.

The ALC Project is building upon previous research and analysis and is strongly based on the nine Essential Skills and the five transition pathways (Independence, Employment, Secondary Credit, Postsecondary, and Apprenticeship) as defined in the Learner Skill Attainment Framework. You can download the Learner Skill Attainment Framework at:

www.collegeupgradingon.ca/projrprt/lisa/cover.htm

Announcing AlphaPlus Centre's New Executive Director

The Board and staff of AlphaPlus Centre are pleased to announce the appointment of a new Executive Director, **Michael Coteau**.

Michael brings a wealth of experience, ideas and creative-thinking to his new role. He is the former Vice-Chair of the Toronto District School Board and currently serves as a School Board Trustee representing Don Valley East.

Prior to joining AlphaPlus, Michael worked as a Marketing Manager for ABC CANADA Literacy Foundation where he planned and implemented Family Literacy Day



Accessibility for Ontarians with Disabilities

Introduction

Accessibility standards are the rules that businesses and organizations in Ontario will have to follow to identify, remove and prevent barriers to accessibility.

Ontario now has an accessibility standard for **customer service**. Businesses and organizations in the province are now legally required to take certain steps to become accessible to people with disabilities.

The province is also developing accessibility standards in other areas:

- built environment
- employment
- information and communications
- transportation

Who has to comply?

The standards for customer service apply to:

- designated public service organizations
- businesses and organizations that:
 - provide goods or services either directly to people in Ontario or to other organizations in the province (third parties)
 - have one or more employees in Ontario

When do organizations have to comply?

January 1, 2010

- Public sector organizations designated in the standard including the Legislative Assembly, Ontario government ministries, some boards and agencies
- Broader public sector organizations including municipalities, school boards, community colleges, universities, public hospitals and public transportation organizations

January 1, 2012

All other providers of goods or services with at least one employee in Ontario such as private sector businesses, not-for-profit organizations and those public sector organizations that are not designated in the standard.



Accessibility.....continued

What do organizations have to do to comply?

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.
2. Set a policy on allowing people to use their own assistive devices to access your goods or services and about any other measures your organization offers to enable them to access your goods or services.
3. Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity integration and equality of opportunity
4. Communicate with a person with a disability in a manner that takes into account his or her disability
5. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics outlined in the customer service standard.
6. Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
7. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law if a service animal is excluded by law use other measures to provide services to the person with a disability
8. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
9. Where admission fees are charged, provide notice ahead of time on what admission, if any would be charged for a support person.
10. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
11. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

Where can organizations get more information?

You can find more information about the customer service standard as well as the Compliance Manual and a Compliance Tool Kit at a website provided by the Ministry of Community and Social Services.

English

<http://www.accesson.ca/ado/splash.htm>

French

<http://www.accesson.ca/ado/french/>



Training & Events

Essential Skills in Instruction Conference

From October 28-29, the **Essential Skills in Instruction Conference** takes place in Ottawa. Essential Skills are necessary to have an employed, functional society. The conference will be hosted by BC Construction Industry Skills Improvement Council, SkillPlan.

CONFERENCE OVERVIEW

The conference is a unique opportunity for practitioners to learn from researchers and experienced practitioners. Nearly a decade has elapsed since HRSDC posted Essential Skills Profiles. We know what the Essential Skills are and how they relate to sustained employment and functioning in society. Practitioners across the country are translating this research into practical applications to enhance instruction. This conference is an opportunity for both experienced and less experienced practitioners to compare practices and share ideas.

To read more and for registration information visit: www.skillplan.ca/English/2009conference.htm

Mark your calendars - Community Literacy of Ontario (CLO) is holding a two-day **Organizational Capacity Institute** for Community Literacy Agencies.

When? **November 5-6**
Where? **Kingston, Ontario**

Keynote speakers, informative workshops, and many tools and resources will be at your fingertips to help your agency strengthen its organizational capacity. As well, you will have the chance to network with your peers – all on the beautiful waterfront of the historic city of Kingston.

Keep an eye on the CLO website for more information to be posted soon www.nald.ca/clo

Sharpen Your Management Skills - Check out Community Literacy of Ontario's **Self-Study Online Training Program - Performance Management**
<http://clo.alphaplus.ca>

This training is designed to help you to:

- √ Increase your understanding of CIPMS (Continuous Improvement Performance Management System)
- √ Discover performance management in action
- √ Network with your peers and share successes and challenges. *and much more!*

CLO's training is available using Moodle, a free and user-friendly online learning platform.



Ottawa Community Coalition for Literacy

more... Training & Events

Ottawa Distress Centre Educational Services

The training department at the Distress Centre specializes in developing customized training packages in both English and French tailored to meet the unique and diverse needs of organizations.

Areas of expertise include:

- Communication skills training
- Stress management
- Applied Suicide Intervention Techniques (ASSIST)
- Anger diffusion and conflict resolution
- Crisis Intervention
- Debriefing techniques
- Team building

For details about training, contact the Manager of Educational Services at 613-238-1089, ext. 230 or aricheson@dottawa.on.ca

Do you represent a small or rural charity?

Would your board members benefit from gaining a better understanding of their obligations as a registered charity and their annual reporting requirements to the Canada Revenue Agency? If so, the **Centre for Voluntary Sector Research and Development** is hosting a free session focusing on safeguarding an organization's charitable status.

- Where:** Carleton University
1125 Colonel By Drive
Dunton Tower Room 2009
Ottawa ON K1S 5B6
- When:** September 17, 2009
- What Time:** 5:00 PM to 7:00 PM (*a light supper will be served*)

For more information on the session and/or to register contact Tom Damery at **613-520-2600, Ext 8384** or tom_damery@carleton.ca. Deadline to register is **September 15**.

ESL for Employment Free Language Classes Geared Towards Employment

- Where:** Youth Employment Resource Centre, 3730 Richmond Road, Suite 216
- When:** Mondays - 9:30 a.m. to 12 noon (4 weeks)
- To Register:** Call 613-828-2123, ext. 238 or email skhem@ottawa.johnhoward.ca



Local Program News

211

Please note that hours of operation have been extended. The phone lines will now be open **Monday to Friday from 7am to 9pm and Saturday and Sunday from 8am to 6pm.**

This means that the 211 service will operate 90 hours a week, allowing members of the community as well as community, social, government and health care professionals, better access to information and referral .

For more information call **211** or **613-241-4636**.

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● It's time to sign up for **The Fifth Annual Amazing Book Race** at *ALSO (Alternative Learning Styles and Outlooks)* The Race takes place on **Saturday, September 26**
● Visit www.also-ottawa.org/amazing-book-race/ for detailed information and
● to download a registration form.
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Algonquin College, the Ottawa-Carleton District School Board and the Ottawa Catholic School Board Continuing Education booklets are now available. They offer an extensive array of courses for a variety of interests. You'll also find information about English as a Second Language classes, Literacy and Essential Skills classes and online studies. If you didn't receive a hard copy (*enclosed with the Ottawa Citizen*) copies are available at many of the Ottawa Public Library branches or you can visit the websites listed below to find out more.

- Algonquin College - www.algonquincollege.com/onCourse
- Ottawa-Carleton District School Board- www.ocdsb.ca/continweb
- Ottawa Catholic School Board- www.fallconnections.ca

OCCL Website (www.occl.ca) Activity Report

Listed below are the top downloads for our site from June to August

1. Community Works Handbook & Guide
2. **The Update** - June 2009 issue
3. Literacy Outreach Package
4. Hire Learning Modules



Local Program News

English Conversation Group For Newcomers and Visitors to Canada

What: Informal English conversation gatherings. A group of English-speaking volunteers talk with people wanting to practise their English conversation skills. There is no cost to attend.

Where: De Mazenod School, 88 Main Street, Ottawa (corner of Lees Avenue and Main Street) OC Transpo Bus Routes: Number 5 or 16...or take any transitway bus to Lees Station (exit at Lees, turn right and walk west to the corner of Main Street)

When: Wednesday evenings, 7:00 p.m. - 8:30 p.m.
No advance registration required - just drop in at 88 Main Street.

For Information, contact Jean Carroll - 613-237-0684 or Pat Barr 613-565-4596
(paddybarr@sympatico.ca)

Friendship Group Sessions Organized by: Immigrant Women Services Ottawa

Do you know an immigrant woman looking for a safe place to relax, meet new friends, chat, try new and interesting things and have lots of fun? If so, tell her about the Friendship Group. Interpreters will be provided and on-site child-minding is available by prior arrangement (48 hour notice required).

When: Monday, September 21, 2009 to October 26, 2009

Time: 1:00 p.m. - 3:00 p.m.

Location: 219 Argyle Avenue, 4th floor

For more information please call Lydia at 613-729-3145, ext. 261
Financially supported by *Citizenship and Immigration Canada*



RESOURCES

Grass Roots Press has moved!

Grass Roots Press, a great source for literacy resources, has moved to a new location. Here is their new contact information:

Grass Roots Press
6520-82 Avenue
Edmonton, Alberta
T6B 0E7

Toll Free: 1-888-303-3213

Fax: 1-780-413-6582

Email: info@grassrootsbooks.net

Visit their website at www.grassrootsbooks.net to see and order the latest resources.

North Bay Literacy Council Posts New Web Site Information on Literacy and Health

The North Bay Literacy Council is pleased to announce the completion of the Literacy and Health Project, Phase 2, funded by the Ontario Trillium Foundation. The new section on their website contains useful information about health issues. The resources were developed to help tutors and students find health information that is tailored to different reading levels.

Most everyone has trouble with health words and their meaning. These days we are asked to complete forms, learn about our health problems and make decisions about our care. With the help of this new site, tutors and learners can learn about health subjects together.

The sidebar on the site lists such topics as:

- ✓ *Health Literacy - What is it?*
- ✓ *Talking to your Student*
- ✓ *Health Words*
- ✓ *Talking to your Doctor*

Visit www.northbayliteracycouncil.ca and click on **Literacy & Health** located on the top menu of the home page.



*more...*RESOURCES

You may wish to check out **Community Literacy of Ontario's July 2009 9! 7ommuniqué**. It's available at: www.nald.ca/clo/communique.htm

Topics covered are:

1. Overview of the Adult Literacy Curriculum Project
2. Adult Literacy Curriculum Resources
3. Online video: "By the Numbers: The Economic Case for Investing In Literacy"
4. Developments in v olunteerism: what's next?
5. Abilities.ca website

You'll find a wealth of information about liter acy issues, new developments and resources on CLO's website at: www.nald.ca/clo

The Canadian Abilities Foundation (CAF) is proud to announce
the recent publication

Landscape Of Literacy and Disability

*Authors: Ezra B.W. Zubrow, Marcia H. Rioux, Christina K. Spellman,
Michaela Dinca-Panaitescu, Gail Kunkel, Allyson Marsolais*

This project is intended to provide an understanding of the relationship between literacy and disability through the use of maps. The combined expertise of researchers from the fields of human rights, disability policy analysis and Geographic Information Science or GIS, allows for a wide array of policy initiatives to be put forth aimed at addressing both the overt as well as covert relationships between disability, literacy, social inclusion and justice, and public policy. This spatial look at these social issues provides a tool for policy and service development.

For more information on the publication and how to order it, email: able@abilities.ca. The cost is \$50.



A LITTLE HUMOUR

More puns for the "Educated Mind"

A sign on the lawn at a drug rehab centre said: 'Keep off the Grass.'

A small boy swallowed some coins and was taken to a hospital. When his grandmother telephoned to ask how he was, a nurse said, 'No change yet.'

A chicken crossing the road is poultry in motion.

The short fortune-teller who escaped from prison was a small medium at large.

The man who survived mustard gas and pepper spray is now a seasoned veteran.

A backward poet writes inverse.

In democracy it's your vote that counts. In feudalism it's your count that votes.

When cannibals ate a missionary, they got a taste of religion.

Don't join dangerous cults: Practise safe sects!

Enclosures with this issue:

- ✓ Neil Squire Society Workshops for people with disabilities who want to return to work - *Flyer*
- ✓ Job Connect Site Contacts - *List*



Ottawa Community Coalition for Literacy

HOTLINE STATISTICS

Contacts	June	July	August
Calls from learners	8	5	6
On behalf of learners	2	5	6
Learner follow-up	1	4	4
From Volunteers	0	3	1
Literacy Outreach/Community	62	49	36
OCCL Admin	134	58	61
Workforce Development	14	11	17
Special Projects/Resources	58	41	46
Provincial and National Activities	40	45	38
Network Calls/LPCC/Board/Emp ON	83	62	46
Training - Learner & Practitioner	20	16	22
Family Literacy/FLD Events	11	2	1
PGI	33	16	18
Events	0	2	9
Total	466	319	311

Referrals*

Ottawa-Carleton District School Board	4	2	2
Ottawa Catholic School Board	5	2	3
PWC	1	2	2
ALSO	1		2
Algonquin College (CCP)	1	1	2
ILC Web site			2
ELTOC			
ACElinks		1	2
John Howard Society	1		
Sage Youth		1	1
Moi, j'apprends			
Adult High			
St. Nicholas Adult			
Aphasia Centre			
Language Assessment Centre		1	
Ottawa Public Library			
No referral			
Total	13	10	16

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

OW related calls:	5	6	6
ODSP related calls:	1		2