



The Update

What's Happening at the Coalition?

We are proud to announce the completion of the **Credit and Equivalency Guide**. After much blood, sweat and tears, we believe we've come up with a useful and generic guide to the options available to adults for getting a high school diploma or equivalency. Trying to choose the right pathway can be very confusing for learners and counsellors alike. We hope the quick guide will help. A francophone version will be available in the near future. We'd like to thank everyone who provided feedback during the development of the guide. We invite you to view it on our website at:

www.occl.ca

The Coalition hosted a **Clear Writing** workshop on April 28 at Heartwood House. Due to the positive response OCCL hopes to offer more Clear Writing workshops in the coming year. Go to page nine for more information.

On **June 24**, OCCL is hosting an information session at Heartwood House on the new **HST (Harmonized Sales Tax)**. See the enclosed flyer for more information.

Sadly, in March, the Local Planning and Coordination Committee bid farewell to Co-chair, **Sara Jappert** from the *CNIB Literacy Program for Deafblind Adults*. Sara is moving on to another position within the CNIB. She will be missed around the table for her thoughtful insights and calm, gentle manner. All the best to you, Sara!

OCCL's Annual General Meeting

Our AGM takes place on **Wednesday, June 9** from 4:00 - 5:30 in The Gallery at Heartwood House. All are welcome! RSVP to Maureen at:

Email: maureenmcgovern@occl.ca

Phone: 613-233-3232

Mark your Calendars!

Our annual **Friends of Literacy** Luncheon in memory of Colleen Cooney will take place on **Friday, September 24** in the Restaurant International at Algonquin College. We are pleased to have **Denise Chong** as keynote speaker. A notice with all the details will go out in August. To reserve your spot now contact Maureen at 613-233-3232 or maureenmcgovern@occl.ca.

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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: Gordon Metcalfe

Literacy

Reps: Brenda Gaitens
Louise Lalonde
Kim Oastler

Community rep: Wendy Siebrasse

Local Planning & Coordination Committee

Co-Chair: Jan Goatcher
Co-Chair: Claire Snasdell-Taylor

Members:

Lynn Desjardins Louise Lalonde
Nicole Dupuis Maria Makrakis
Brenda Gaitens Kim Oastler
Chris Girard Carol McMurchy
 Simone Edwards - Forde

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

June 9 - LPCC meeting
153 Chapel Street
Heartwood House

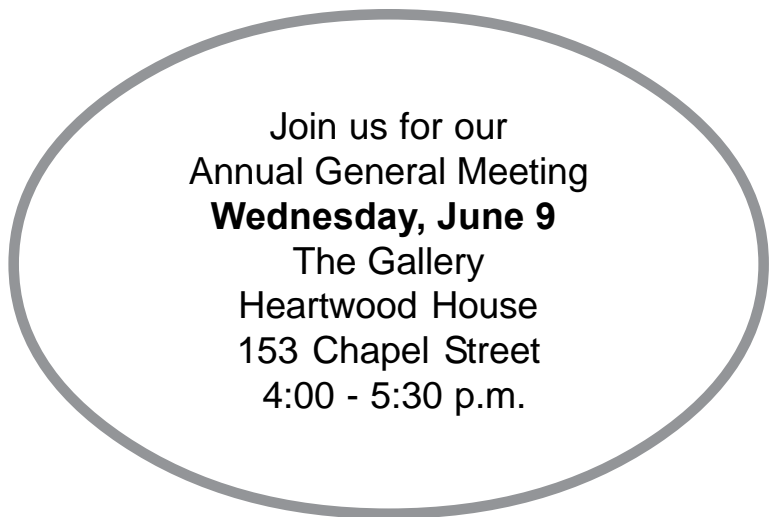
June 9 - OCCL AGM
153 Chapel Street
Heartwood House

June 24 - HST (Harmonized Sales Tax) Information Session
153 Chapel Street
Heartwood House
See enclosed flyer

Sept. 8 - International Literacy Day

Sept. 15 - Board & LPCC meetings
153 Chapel Street
Heartwood House

Sept. 24 - Friends of Literacy Luncheon
Restaurant International
Algonquin College



Join us for our
Annual General Meeting
Wednesday, June 9
The Gallery
Heartwood House
153 Chapel Street
4:00 - 5:30 p.m.



NATIONAL AND PROVINCIAL...cont'd

The Frances Lever Memorial Award

The Ontario Literacy Coalition (OLC) is seeking nominations for the 2010 Frances Lever Memorial Award. The Award was set up by the OLC in 1997 in honour of Frances Lever, who personified tireless dedication to literacy and learning. The deadline for nominations is **June 21, 2010**.

You will find the nomination package at: www.on.literacy.ca/whoweare/flma

Statistics Canada released information in May about Canadians' increased use of the Internet.

Click on the following link to see the report.

www.statcan.gc.ca/daily-quotidien/100510/dq100510a-eng.htm

Welcome to Life Literacy Radio

ABC Life Literacy Canada is pleased to announce the launch of *Life Literacy Radio* this month. The new audio podcast series will feature news items and stories of literacy and life-long learning with a variety of interesting and entertaining guests. If you are interested in being a guest on Life Literacy Radio, or have a story idea, contact ABC Life Literacy Canada at info@abclifeliteracy.ca

Enclosures with this issue:

- Flyer for HST (Harmonized Sales Tax) Information Session
- Flyer for Ottawa Storytellers event



NATIONAL AND PROVINCIAL...*the end*

McGuinty Government Making It Easier For Not-For-Profit s To Help Ont arians

Ontario is working with the not-for-profit sector to better support organizations that help Ontarians maintain a high quality of life. The province will develop a comprehensive and long term strategic action plan for its partnership with the not-for-profit sector. This initiative will lead to recommendations to support the not-for-profit sector. In collaboration with the Ontario Trillium Foundation, the government will conduct a series of discussions with the not-for-profit, private and public sectors on how to make government more responsive to not-for-profit and volunteer organizations. This will help inform new ways to strengthen the sector as part of the province's five-year Open Ontario plan. A report outlining the research results and offering concrete recommendations will be completed in Winter 2010.

The province-wide discussions will include:

- reviewing the structural and legislative framework within which Ontario's not-for-profit sector operates
- exploring how to better coordinate the government's approach to the sector
- researching models of government-not-for-profit sector partnerships in other jurisdictions

QUICK FACTS

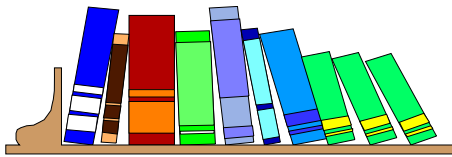
- the not-for-profit sector includes over 45,000 organizations and employs 1 million people in Ontario
- the sector contributes about \$47 billion in combined revenue to the economy representing over 7.1% of GDP - greater than the auto and construction industries combined
- for every \$10 invested in not-for-profit organizations, an additional \$20 is generated in donations and volunteer resources
- the Ontario Trillium Foundation disbursed more than \$108 million to charities and other not-for-profit sector organizations in 2009-10
- the Ministry of Citizenship and Immigration has launched 70 projects to build the capacity of not-for-profit organizations and supports efforts to attract volunteers, address risks and encourage social innovation

To learn more, visit:

www.citizenship.gov.on.ca/english/citizenship/volunteer/supportfornonprofits.shtml



Ottawa Public Library (OPL) News



Ottawa Public Library has revamped their website and it has a new and exciting look. Check it out at:

www.bibliottawalibrary.ca

To access *Getting to Know the Library*, visit the home page then click on **Planning My Trip to the Library**. Click on **Specialized Services**, then **Adult Literacy** (*appears as a menu item on the left*) and finally on **Literacy Manual**. From there you can download both the student's manual and the instructor's manual in either English or French.

All the latest...

If you're looking for up-to-date information related to the Ottawa Public Library visit **This Just In** section on their website. You'll find recent posts from OPL staff bloggers. For example:

- new digitized records at the Canadian Genealogy Centre
- let your freak flags fly - for collectors of erudite, esoteric oddities
- tips for Library Job Applicants in a Tight Market

OC Transpo Community Passes Now Available at Some Library Branches

Beginning this month, Community Pass holders will be able to get their passes at several library branches. This is great news as pass holders will be able to avoid long line ups, and get their passes within their own communities at a time which is convenient to them. Those requiring photo ID's will still have to go to OC Transpo client service centres.

The new locations are:

- ✓ Beaverbrook, 2500 Campeau Drive, Kanata
- ✓ Centennial, 3870 Richmond Road, Bells Corners
- ✓ Elmvale Acres, Elmvale Mall
- ✓ Greenboro, 363 Lorry Greenberg Drive
- ✓ Hazeldean, 50 Castlefrank Drive
- ✓ Rosemount, 18 Rosemount Avenue
- ✓ Ruth E. Dickinson, 100 Malvern Drive (Walter Baker Centre, Barrhaven)
- ✓ St. Laurent, 515 rue Coté (Don Gamble Community Centre)
- ✓ Vanier, 310 Avenue des Peres-Blancs

TD Summer Reading Club

Every summer kids can improve their reading skills and reduce summer learning loss while having fun. Each year OPL staff develop a wide range of exciting activities around a different theme to help kids enjoy reading.

Kids, 12 and under, who register at their local library for the TD Summer Reading Club receive a poster, stickers and an activity book all free as a part of their reading kit.

To find out more about the TD Summer Reading Club visit:

www.td-club-td.ca/index-e.html



NALD Innovative Technology Award

FREDERICTON, N.B. –The National Adult Literacy Database (NALD) has announced the recipient of its first Innovative Technology Award.

Dr. Marc Glassman, an adult literacy specialist and a professor in the faculty of education at Memorial University of Newfoundland, has won the award for his contribution to the Stella Burry Community Services Workplace Literacy Project.

“Currently, industry-specific, computer-mediated programs that focus upon essential skills and workplace literacy development are not readily available to many ABE Level 1 learners,” the nominator’s submission reads. “In particular, computer-mediated instructional models that can be self-paced and adapted to the needs and abilities of the individual to prepare that person for employment in various vocations are not widely available for adult learners with low-literacy abilities.”

Stella Burry Community Services is a non-profit organization in St. John’s, which provides affordable housing and employment skills training for adults. The Workplace Literacy Project, headed by Dr. Glassman, engaged content experts in the areas of carpentry and the food-services industry to provide input on the essential skills, vocabulary and foundational knowledge required in these vocational areas.

The experts determined that the potential for entry-level, sustainable employment by the project participants would be enhanced if they had an understanding of the relevant concepts and vocabulary of these areas, along with an ability to effectively read and write the concepts and vocabulary. Dr. Glassman converted this content and designed an approach to achieve the desired learning outcomes. He took the specific workplace concepts and vocabulary from the content experts and rewrote the information in the form of a script, which served as the guide for the technology-enabled, learning experience modules.

“Technology has a significant role to play in supporting learning, communication, collaboration and professional development within the field of adult literacy” said the three members of the NALD Board of Directors who comprised the selection committee for the award competition. “Literacy educators who integrate technology into the curriculum are preparing students to participate in a complex world that is rapidly changing.”

“Dr. Glassman recognizes that individuals with limited literacy skills may face barriers to employment. Consequently, he developed computer-mediated instructional modules for two sectors: carpentry and food services. This project has the potential to open the door to employment for adults who hope to work in these fields.”

Dr. Glassman’s modules are available online at www.distance.mun.ca/media/files/burry/ and on DVD which means they can be used by learners across Canada.

For more information about the project, contact Dr. Glassman at Glassman@mun.ca.



Ottawa Community Coalition for Literacy

Literacy & Basic Skills/Academic Upgrading Agencies Summer Services

Agency Name	Location	Summer Schedule	Contact
ACElinks	Lowertown Old St. Patrick Street	Open in July Closed in August	Kim Jorgensen 613-789-7418 Ext. 230
Algonquin College	Nepean Woodroffe Avenue	Open all summer	Career & Academic Access Centre 613-727-4723 Ext. 5722
ALSO and ALSO Deaf Adult Program	Lowertown Rideau & Chapel Streets	Open until July 21 Closed July 22 - Sept. 6	Isobel Bisby 613-233-8660
CNIB Deafblind Literacy Program	Central Prince of Wales Drive	Open all summer	Lynn Desjardins 613-563-4021 Ext. 5033
John Howard Society	Lowertown Old St. Patrick Street	Open all summer	Jan Goatcher or Katie Ratcliffe 613-789-7418
La Cité collégiale	East Aviation Parkway	Open all summer	Nicole Dupuis 613-742-2493 Ext. 2018
Moi, j'apprends	East - Vanier Donald Street	Closed in July* Open in August*	Louise Lalonde 613-748-3879

* **Moi, j'apprends** has summer classes in August but none in July. However, they are open for learner assessments all summer



Ottawa Community Coalition for Literacy

Summer Services ...continued

Agency Name	Location	Summer Schedule	Contact
Ottawa-Carleton District School Board	Centretown Albert Street	No Summer Program**	Carol McMurchy 613-239-5951
Ottawa Catholic School Board	West Admiral Avenue near Merivale Road north	Open July 5 to August 12	Judith Freamo 613-228-8888 Ext. 263
People, Words & Change	Lowertown Rideau & Chapel Streets	Closed in July Open in August	Dee Sullivan 613-234-2494

** **Ottawa-Carleton District School Board** is not running a summer program in 2010. The program is open for information and learner assessments as of **August 16**.

Call the contact numbers listed above or the Coalition office (613-233-3232) for more information about summer programs and dates that programs re-open for the fall.

The Friends of Literacy Luncheon will be held on **Friday, September 24**. Tickets will be \$25 and our keynote speaker is **Denise Chong**. Call the Coalition office (613-233-3232) anytime this summer if you'd like to reserve your spot(s) ahead of time!



Ottawa Community Coalition for Literacy

Conferences & Training

Clear Writing Project for the Learning Networks of Ontario Working Together to Build Clear Writing

The Adult Basic Education Association (the literacy network in Hamilton) is just completing a two-year project on clear writing. The first phase of the project produced the resource manual *Working Together to Build Clear Writing* for regional literacy networks wanting to deliver clear writing services. The manual is an excellent resource and includes:

- background information on clear writing
- information for setting up clear writing services
- recommended guidelines for clear writing
- information on completing organizational audits, document consulting and workshops
- workshop modules and handouts

During the second phase of the project, staff of literacy networks across the province had an opportunity to participate in two days of training on clear writing, in Hamilton in November 2009. Then each network received funding to offer two workshops in their own regions.

There were several mentors supporting the networks including Mary Wiggin who acted as mentor for the eastern networks, Literacy Network of Durham Region, Literacy Ontario Central South and Literacy Link Eastern Ontario. Mary also facilitated two workshops on clear writing in Ottawa for staff of Literacy and Basic Skills, Employment Services and Apprenticeship.

For more information or to arrange a clear writing workshop for your organization, call Mary at 613-233-3232.

OLC's Spotlight on Learning 2010: Becoming Agents of Change

WHEN: October 18-20, 2010

WHERE: Delta Chelsea Hotel, 33 Gerrard Street West, Toronto

The Ontario Literacy Coalition encourages literacy stakeholders to go one step further and become agents of change for our field – influencing public policy and public opinion by making literacy the fundamental issue in our communities. For an overview on the conference and workshops being offered visit: www.on.literacy.ca/spotlightonlearning

Please note that a limited number of subsidized spots are available and you must apply for them as soon as possible.

The subsidized spots are available on a first-come, first-served basis. You can read the eligibility criteria and fill in a *Subsidy Request Form* at: www.on.literacy.ca/spotlightonlearning/subsidy. The deadline to apply for a subsidized spot is **August 6**.



Local Program News

Tracking Online Learning at *Moi, j'apprends*

The introduction of computers in literacy classes has provided practitioners with a valuable tool. To some extent, they are slowly replacing the dynamic duo, pencil and notebook. With the click of a mouse and a search engine, both learners and practitioners have access to a wealth of resources available through the Internet.

The challenge is to track website addresses and the time spent on these online training sites. In the beginning, our practitioners attempted this task themselves but soon discovered that this method was ineffective. Too much time was spent gathering information and some information was not captured at all. They soon realized that guiding the learners to capture this information would be more efficient. Templates were developed and placed beside each work station. Learners were trained and encouraged to jot down the training sites they accessed, what training these sites provided and how much time was spent on them. Learners quickly mastered this task and, as well, took great pride in executing it. At the end of each class, practitioners replaced the templates for the next group or day and summarized the information provided by each learner. Besides the obvious result of capturing valuable information, we also realized that computer time was better used since learners surfed less aimlessly as they wanted to have something to report at the end of the class.

Creating a “hit parade” of favorite online training sites means these sites can be shared with other practitioners for future reference thereby reducing classroom prep time. We have found that this system works quite well and provides us with a comprehensive picture of computer usage in our program.

Submitted by: *Louise Lalonde, Executive Director, Moi, j'apprends*

Pre-Apprenticeship Program at Algonquin College

Algonquin College will be running a new General Machinist Pre-Apprenticeship program starting in July 2010. This 32 week program will run at no cost to qualified applicants and is geared towards training individuals who may not have completed their High School education and are interested in pursuing a full, General Machinist Apprenticeship program.

If you have any questions about this new program or the information session, please contact Rick Lacelle the Coordinator at 613-727-4723 Ext.2414, or by email at:

rlacellr@algonquincollege.com



Local Program News ...continued

An Exciting New Video for ALSO

Have a look at the video produced by ALSO (Alternative Learning Styles & Outlooks) "A Small Program Doing Great Things" posted on their website. It gives a great overview of their program, its innovations and services. Watch closely and you'll see a familiar face from the Coalition!

www.also-ottawa.org/video

Innovative Partnership at Ottawa-Carleton District School Board (OCDSB)!

Integrating Literacy Development with Employment: Home Helper Class

We started our Home Helper partnership after calling about a job ad from our local community care support agency. We immediately saw potential for a Home Helper learning program based on our experience developing integrated workplace and work preparation programs (e.g., Retail and Customer Service, Childcare Assistant, and Personal Support Worker preparation)

Students learn specific literacy and numeracy tasks related to work (e.g., taxes, scheduling, and e-mail communication) They also earn certificates in Safe Food Handling, First Aid/ CPR and WHMIS.

Students learn how to:

- √ self-advocate
- √ express concerns to the client in a diplomatic way
- √ negotiate work expectations with the client
- √ develop client trust and build rapport
- √ recognize possible tensions between clients and family members while in the home
- √ understand their obligations to ask for assistance related to their clients' health or even suspected abuse
- √ maintain a balanced and supportive relationship with their clients

Our first class of 13 students will graduate in June.

Submitted by: *Carol McMurchy and Christine Pinsent-Johnson,*
Ottawa Carleton District School Board, Literacy and Basic Skills



RESOURCES

Books for Adult Learners

MacMillan Publishers specializes in materials for ESL but many of the readers are suitable for Literacy & Basic Skills/Academic Upgrading as well. To browse their books, visit:

www.macmillanenglish.com/readers/portal/portal.html

The Canadian distributor for Macmillan resources is located in Waterloo, Ontario. For more information and/or to request a catalogue, email: sales@theresourcecentre.com

Grass Roots Press is a Canadian publisher with a wealth of materials for adult learners. Visit them at:

www.grassrootsbooks.net/us/

McGraw-Hill/Contemporary has a group of books called *Thumbprint Mysteries* which we have placed in the adult collection. They are written by “name” writers at easier reading levels.

www.mcgraw-hill.ca

New Readers Press has a series of novels and tales in their Reading and Writing section (menu appears on the leftside of the home page). The “Challenger” series comes highly recommended.

www.newreaderspress.com

Pearson Longman has an excellent series called Penguin Readers. You can view the readers in detail on their website.

www.penguinreaders.com

The Canadian distributor is in St. Laurent, Quebec. Visit page 38 of the catalogue online for more information on the Penguin Readers at:

www.longman-esl.ca/



Internet Resources

From Community Literacy Ontario (CLO)

Online Promotional Video for Employers - "Literacy in Ontario: The Bottom Line Impact"

The Local Boards Network, in partnership with Literacy Link Niagara, Literacy Link Eastern Ontario Essential Skills Training, Niagara Workforce Planning Board and Employment Ontario, has created a four minute online video called *Literacy in Ontario: The Bottom Line Impact*. The video has been designed to promote adult literacy to employers across Ontario. Check it out at:

www.youtube.com/watch?v=rs9eoC-MEFI

Online Resource Guide to Coping with Financial Stress

Consolidated Credit Counselling Services of Canada has produced a free and helpful resource called *Online Resource Guide to Coping with Financial Stress*. The guide is written in plain language and contains useful tips, resources and tools to help people cope with financial stress in these trying times. To download a copy go to:

www.nald.ca/library/learning/ccsc/coping_stress_en/coping_stress_en.pdf

Small Assets: Big Payoffs

Ottawa Mental Health workers and a Toronto-Dominion Bank branch worked together to help set up people who have severe mental illnesses with savings accounts, debit cards direct deposits and lessons in money management. This pilot project was built on the premise that stabilizing peoples' finances might help stabilize their mental health. A bank account can be the critical first step to independence for those suffering everything from depression to schizophrenia. To read more about this pilot project see the article written by Tavia Grant for The Globe and Mail on May 22 at:

www.theglobeandmail.com/life/for-mental-health-patients-bank-accounts-are-small-assets-with-big-payoffs/article1580535/

Website on the New Registered Disabilities Savings Plan

The link below contains information on the **Registered Disability Savings Plan**. This information could benefit some of your learners even if they are very low income. Go to this link to see what the government offers low income families:

www.hrsdc.gc.ca/eng/disability_issues/disability_savings/index.shtml

Attention LBS Practitioners - The *Online Census Kit 2011* can now be ordered free of charge from Statistics Canada. If you order in July, you'll receive the kit by September.

www12.statcan.ca/census-recensement/2011/ref/teacherskit-trousseenseignant/index-eng.cfm



RESOURCES on the INTERNET

Workplace & Essential Skills Websites

ABC Life Literacy Canada just launched a new website to raise awareness of the importance of literacy and essential skills in the workplace. To check it out visit:

www.workplaceeducation.ca

Visit the **My Gates** website for information on Essential Skills for individuals looking for work who are not planning to attend college or university

www.mygates.ca/index1.html

BBC - Free Online Course

The BBC has created a free, user-friendly, self-study online course called "WebWise". This step-by-step course helps people learn how to use the Internet and would be useful with adult learners. WebWise has 10 online modules including: *Welcome to the Internet, Connecting, Searching, Email and Safety*. WebWise can be found at:

www.bbc.co.uk/webwise/course/

From AlphaPlus...

Get Linked In!

Join the new **Adult Literacy Network** group on *LinkedIn* to connect with other Adult Basic Education (ABE) professionals committed to advancing the ABE community in Canada and beyond.

The *LinkedIn* group platform allows members to post discussions and provide comments, making it easy to pose questions and share ideas and information. To access the group, go to www.linkedin.com. To log in or to create a new account, go to **Groups** and search for **Adult Literacy Network**.

Pathfinders

AlphaPlus has recently developed two pathfinders on the AlphaPlus Web Index. Pathfinders are guides on specific topics that help to quickly find relevant websites and information to support literacy practice.

The *Essential Skills and Computer Use* pathfinder provides links to resources on assessing computer use skills, as well as links to tip sheets and exercises to help strengthen the computer skills adults need.

<http://webindex.alphaplus.ca/computer.asp>

The *Successful Online Learning* pathfinder links to resources that describe the literacy skills required and the learning characteristics needed by adults to do well in distance or blended learning environments.

<http://webindex.alphaplus.ca/onlinelearn.asp>



....more Internet Resources

The HR Check-up

The **HR Council for the Non-profit Sector** has devised a diagnostic tool to help non-profit organizations evaluate their current performance in a number of human resources areas. The HR CheckUp consists of 20 questions which allow you to determine the HR health of your organization. Based on the results, a custom HR Prescription recommends tools, tips and strategies for both improving conditions and maintaining optimal HR health.

To access the tool go to <http://checkup.hrcouncil.ca/>.

The HR Council is also hosting a series of monthly HR CheckUp webinars. Each webinar will focus on a particular HR topic to introduce your organization to a range of HR tools and resources, and guide you through the remedial process step by step.

Updated/Redesigned Websites to Check Out!

Ontario Literacy Coalition - www.on.literacy.ca

Discover:

- OLC Strategies for 2010
- all you need to know about Literacy in Ontario
- the History of Literacy through video and storytelling
- how to find OLC on Facebook, Twitter and You Tube...and much more

Metro Toronto Movement for Literacy - www.mtml.ca

You'll find :

- information on community groups
- an Event Calendar
- forums
- blogs
- resources... and much more

The Learning Disabilities Association of Ontario - www.LDAO.ca

Some of the features of the new site are:

- up-to-date articles on LD research and LD news from the community
- online courses and workshops for youth, adults, parents and professionals
- online Store - LDAO offers resources in both English and French that can be purchased online
- link to the ACCESS Learning site or go directly to www.access.learning.ldao.ca



HOTLINE STATISTICS

Contacts	March	April	May
Calls from learners	6	14	10
On behalf of learners	5	1	9
Learner follow-up	4	6	3
From Volunteers		2	1
Literacy Outreach/Community	61	49	69
OCCL Admin	125	114	103
Workforce Development	27	31	18
Special Projects/Resources	37	54	44
Provincial and National Activities	36	79	65
Network Calls/LPCC/Board/Emp ON	124	136	148
Training - Learner & Practitioner	74	39	30
Family Literacy/FLD Events	20	4	5
Events	9	4	10
Total	528	533	515
Referrals*			
Ottawa-Carleton District School Board	1		3
Ottawa Catholic School Board		5	5
PWC	7	5	5
ALSO	2	3	1
Algonquin College (CCP)		2	2
ILC Web site		1	
ELTOC			1
ACElinks		2	
John Howard Society			1
Sage Youth			
Moi, j'apprends	1		
Adult High			
St. Nicholas Adult			
Language Assessment Centre			1
Ottawa Public Library			
Newcomer Information Centre			1
Western Quebec Literacy Council			
No referral		1	
Total	12	18	20
OW related calls:	5	6	10
ODSP related calls:		1	

* 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.