



The Update

Ontario Adult Literacy Curriculum (OALC)

The Ontario Adult Literacy Curriculum (OALC) Initiative is an undertaking supported by the Ministry of Training, Colleges and Universities, Ministry of Education, and Ministry of Citizenship and Immigration.

It is hoped that the curriculum will help adult learners in Literacy and Basic Skills and Academic Upgrading programs demonstrate their achievements to next-step service providers and employers. The curriculum will be designed to meet the needs of the Anglophone, Francophone, Aboriginal and Deaf delivery streams. It is based on the common language of essential skills.

The five transition pathways of civic participation, employment, secondary credit, postsecondary education and apprenticeship are being used to both categorize existing resources and develop new ones. The curriculum package will:

- adapt and develop curriculum materials for each transition
- create an assessment framework
- outline an instructional approach

Literacy & Basic Skills (LBS) and Academic Upgrading (AU) programs at **Algonquin College**, **ALSO**, **La Cité collégiale**, **Moi, j'apprends** and **People, Words & Change** are piloting the new curriculum in Ottawa.

Reading for Pleasure

In the past if a new adult reader wanted to read a story or novel, their choices were limited. They would often be steered towards books written for children on topics that wouldn't necessarily hold their interest.

This situation is now changing. In this issue we look at sources of books created for adult learners. You'll find links to great sources highlighting/offering easy-to-read novels:

- *Golden Oak Books*, Ontario Library Association
- *Rapid Reads* series, ORCA Book Publishers
- *Good Reads*, coming from Grass Roots Press
- *Pleasure Reading for Adult Learners*, a Powerpoint presentation from Ottawa Public Library

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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

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Treasurer: tba

Literacy

Reps: Kim Oastler
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Louise Lalonde

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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

March 10, 2010 - LPCC meeting
The Gallery, Heartwood House
153 Chapel Street

**March 24, 2010 - Workshop -
Through the Worker's Eyes**
The Gallery, Heartwood House
153 Chapel Street

April 14, 2010 LPCC meeting
The Gallery, Heartwood House
153 Chapel Street

**April 28, 2010 Workshop - Clear Writing
(See enclosed flyer)**
The Gallery, Heartwood House
153 Chapel Street

May 12, 2010 Board & LPCC meetings
The Gallery, Heartwood House
153 Chapel Street

**June 9, 2010 LPCC meeting - 1 pm
Annual General Meeting - 4 pm**
The Gallery, Heartwood House
153 Chapel Street





NATIONAL AND PROVINCIAL NEWS

Literacy BC - The Whole Life Project

The Whole Life Project is an initiative of Literacy BC developed to help understand and manage learning disabilities in adult literacy settings. Described as a new resource for adult literacy educators, the website contains training materials, resources and discussions on how to address learning disabilities. The interactive forums can be used to ask and answer questions about learning disabilities. On the website you'll find information under the following headings:

- Understanding Learning Disabilities in an Adult Literacy Setting
- Building Relationships of Trust
- Creating 'LD Friendly' Learning Settings
- Taking Care of the Spirit
- Advocacy and Awareness
- Continuing the Conversations

To find out more, visit the Learning Disabilities and Whole Life Learning website at:

www.ldandwholelifelearning.ca/?page_id=360

Statistics Canada: Education Matters

Statistics Canada's publication *Education Matters: Insights on Education, Learning and Training in Canada* provides advance notices of data releases, analytical reports and other information for stakeholders in the education, training and learning sector. The current issue contains information on trends in apprenticeship training and adult education.

www.statcan.gc.ca/bsolc/olc-cel/olc-cel?lang=eng&catno=81-004-X

News from CLO (Community Literacy of Ontario)

Statistical Analysis - Community-based LBS/AU Programs

Community Literacy of Ontario (CLO) has prepared an analysis of statistics from the Ministry of Training, Colleges & Universities' (MTCU) Information Management System (IMS) for the period of April 1 2008 to March 31, 2009. The statistics show that Ontario's community literacy agencies are an essential and dynamic part of the Literacy and Basic Skills (LBS) and Academic Upgrading (AU) program in the province of Ontario. You can download the results from CLO's February 2010 newsletter, *Our Voice*, at:

www.nald.ca/litweb/province/on/clo/newslet/2010_february.pdf



NATIONAL AND PROVINCIAL...cont'd

NEWS from NALD (National Adult Literacy Database)

Workforce Development: Ways to Make Instruction for Adult Learners More Efficient

Tom Sticht talks about the need to get adults out of basic skills education and into work, vocational or academic coursework quickly. Most them do not have a lot of time to build yearsworth of new knowledge and skills. For the majority of adult learners, time for education is limited. They will want to achieve their learning goals as efficiently as possible.

Tom's ideas on how to accomplish this can be found at:

www.nald.ca/info/whatnew/headline/2010/sticht-feb2010.htm

OLC leads Workplace Literacy in Ontario

The Ontario Literacy Coalition (OLC) is leading a Learning foWork Strategy in Ontario which highlights literacy and essentials skills as fundamentally important to a productive workplace.

In conjunction with business and labour groups and the support of the Government of Ontario, the OLC is proud to announce their latest initiative, **Collaborative Developmental Approaches (CODA): Piloting Illustrative Workplace Models**. Read more at:

www.theconstellation.ca/olc/news.shtml?x=214834

Integrating Technology into Practice – Educator Insights

Do you use new innovative technology in your program? Have you found that new technology is helping you connect with your students or your colleagues? Did they get excited about the latest program, lesson, or tool you introduced them to?

AlphaPlus would like to feature adult educators and their stories about integrating technology into practice on their website and in their eNews. If you or someone you know enjoys using new technology and tools in literacy practice, please contact them.

Share with others what kinds of tools you use, the impact they have and the results they help you achieve. Help support others in integrating and exploring new tools. Let them learn from you and your experiences.

Send your stories to info@alphaplus.ca (include *Educator Stories* in the subject line.)



NATIONAL AND PROVINCIAL...cont'd

ABC Canada Reinvented!

ABC Life Literacy Canada is the new name for the ABC CANADA Literacy Foundation. They have a new vision, mission and strategy. They are very excited to connect with all Canadians on the importance of life-long and life-wide literacy and learning; the skills needed for life and the new skills acquired throughout life.

The new 2010-2013 strategic plan will deliver strategic impact for adult learners, employers and unions, the public and the literacy field.

For more information on the launch of **ABC Life Literacy Canada** and to read their Strategic Plan, please visit the new website at

www.abclifeliteracy.ca.

Right to Read Campaign

Imagine if the benefits of reading were missing from your life..... The right to read of blind and partially-sighted Canadians is in jeopardy. Without immediate government funding accessible library services, books and essential information in accessible formats will be missing from their lives.

Please support CNIB's Right to Read campaign. Visit the site and send letters to the Premier and the Prime Minister. Don't forget that initiatives like Visunet are not only available for people who are blind or visually-impaired but also to anyone who is challenged by print on account of a learning disability, etc.

<http://righttoread.cnib.ca>

Family Literacy Day 2010 in Ottawa

Check out the OCCL website (www.occl.ca) at the end of this month for pictures and an article featuring the many creative activities that occurred in Ottawa between January 24 and January 31 to celebrate Family Literacy Day.

Enclosures included with this issue:

- √ Clear Writing Workshop Flyer
- √ OCCL Membership Renewal Form



NATIONAL AND PROVINCIAL...cont'd

The following article by John Barber appeared in the *Globe & Mail* on Saturday, February 20, 2010

Great Reads Make Literature More Accessible

New program aims to broaden choices available to adult learners

What's a best-selling author to do when an editor excises the word "muted" from her manuscript, claiming it's too obscure for readers to understand? Most would go looking for a new editor

But if the author is among the pioneering few writing for Good Reads, a new series set to launch this fall with six titles from established Canadian authors, they have no choice. Such words as "muted" shall never be read in the pages of a Good Reads novella.

So listen up Joseph Boyden, Joy Fielding, Louise Penny, Rabindranath Maharaj and all you other Good Reads authors. This is not your usual romp.

"We've created quite an interesting challenge for our writers," admits Margaret Eaton, president of the ABC Canada Literacy Foundation, which is sponsoring the new series. The challenge is to create compelling page-turners for adults who have never done that before – who never read because they barely can.

"This program is going to address readers at the grades three to five level," according to Eaton. "You can imagine it's a tough thing for the writer to do."

Inspired by similar programs in Britain and Ireland, Good Reads intends to broaden the choices available to Canadian adult learners ill-served by the simplistic material often used to teach reading. The secondary aim – again inspired by European success – is to publish bestsellers that literary authors will be proud to claim as their own.

The British program, called Quick Reads, has sold more than one million books under a variety of imprints, and sold them all at a rock bottom GBP 1.99. Quick Reads authors include Ian Rankin, Maeve Binchy and Minette Walters.

Canada's Good Reads titles will all be published by Edmonton's Grass Roots Press, which specializes in adult literacy but has never undertaken fiction. Authors featured in the first collection include literary masters Gail Anderson-Dargatz (*The Cure for Death by Lightning*, *A Recipe for Bees*) and Rabindranath Maharaj (*The Amazing Absorbing Boy*, *A Perfect Pledge*), as well as Maureen Jennings of Murdoch Mysteries fame and bestselling young adult writer Deborah Ellis.



NATIONAL AND PROVINCIAL...*the end*

Don't call it dumbing down: Quebec author Louise Penny who wrote a Good Reads novella for the fall list featuring Inspector Armand Gamache, hero of five previous international bestsellers, says the experience "really challenged me at a fundamental level. I had to keep reminding myself that this is not for children."

The new novel has "a much more limited cast of suspects and characters," Penny says. "But I've got the puzzle. I hope I have some of the atmosphere, and I hope I have some of the emotional depths."

Moving to Quebec City as an adult without French lent Penny insight into the challenges faced by non-readers. "I had had the experience of what it was like to have complex thoughts and no way really to express them," she says. But being revised four times by editors diligently excising every stray syllable was a new experience for Penny a New York Times bestselling author and multiple award winner "I loved the process," she says, gamely "It was very intimidating."

Penny's experience was not unique, according to Pat Campbell, president of Grass Roots Press. "Just because it's at a lower level doesn't mean it's easier to write," she says. "The authors are enjoying it, but I think it's a challenge for them."

A secondary challenge is to engage the attention of literate adults who simply want a short book to gulp down whole in an evening or during a daily commute – "people who really just want a quick, compelling read by one of their favourite authors," according to Campbell.

In Britain, Quick Reads titles are newsstand staples, read by all without stigma. But they are also priced well below anything Good Reads will be able to achieve, despite a subsidy from the federal government for the program here. Current thinking is that the books, each about 12,000 words long, will sell for \$9.95, according to Campbell.

Currently, Campbell is busy hunting down new authors to sign up for the program. Although they don't know it yet, she has set her sights on Lawrence Hill, Rohinton Mistry, Thomas King and Ann-Marie MacDonald, all of whom pre-qualify as expert storytellers with "very accessible language."

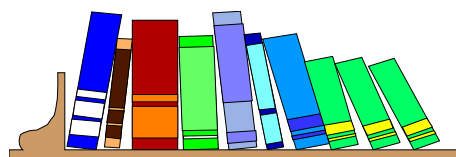
Writing for non readers is an excellent adventure, according to Penny a veteran literacy advocate. "Who knows? What I produced may be crap," she says. "Fortunately, crap is such a short word."



Ottawa Community Coalition for Literacy

Ottawa Public Library (OPL) News

www.bibliottawalibrary.ca



Your local library branch is the home of many diverse and fascinating activities (*most of them free*) that are open to everyone. Read on....

English Conversation Group - 6:00 p.m.

Drop in at **Alta Vista** branch on Mondays to meet new friends and practice your English in a relaxed setting. This program is offered in partnership with Somali Family Services.

Story Time - 10:30 a.m.

Come to Family Story Time at the **Carlingwood** branch on Saturday mornings beginning **April 17**. Stories, rhymes and songs for children of all ages and a parent or caregiver.

Computer Tutorial Tuesdays - 2:00 p.m.

At **Greenboro Branch** gain basic computer skills and get answers to your questions. This one-on-one session will help you learn how to use the library catalogue, access the Internet, send e-mail and use databases. Registration is required. Call 613-580-2957.

An Evening of Mystery and Suspense 6:30 p.m.

Take part in the suspense on **April 22** at the **Main Branch** as the Crime Writers of Canada announce the shortlist for the 2010 Arthur Ellis Awards for best mysteries.

Pens and Paper Writing Group (Adult) 10:00 a.m.

At **Nepean Centrepointe** on **March 18**, writers and aspiring writers can meet for writing time, encouragement, critiques and discussion.

Gardening: For Better, For Worse - 6:30 p.m.

On **March 23** at **Stittsville** branch, discover different techniques to use in your garden to get the best results from your plants. Lee Boltwood, Master Gardener, will share some of her expertise and her experience in learning what gardening techniques work best in local growing conditions. Registration is required. Call 613-836-3381

These are but a few of the programs offered. To find out about the programs available at all library branches, visit:

http://programmes.bibliottawalibrary.ca/oplevent/events/libraryevent_e.cfm

For branch locations, hours and phone numbers visit:
www.bibliottawalibrary.ca/explore/branches/loc_e.html



Canada Reads - 2010

What is Canada Reads?

Canada Reads is an annual "battle of the books" competition organized and broadcast by Canada's public broadcaster, the CBC. During *Canada Reads*, five personalities champion five different books, each champion extolling the merits of one of the titles. The debate is broadcast over a series of five programs. At the end of each episode, the panelists vote one title out of the competition until only one book remains. This book is then billed as the book that all of Canada should read.

The 2010 **Canada Reads** titles are:

Good to a Fault by Marina Endicott

Nikolski by Nicolas Dickner **This Year's Winner!**

Generation X: Tales for an Accelerated Culture by Douglas Coupland

The Jade Peony by Wayson Choy

Fall On Your Knees by Ann-Marie MacDonald

To find out more about the competition and/or to join in the book discussions, visit the CBC web site:

www.cbc.ca/books/canadareads

You can borrow copies of the Canada Reads books from your Ottawa Public Library branch. To find out more click on the Canada Reads link on the website.

www.bibliottawalibrary.ca/index_e.html



The 2010 Golden Oak Books

On February 10, the *Local Planning and Coordination Committee* enjoyed a presentation of this year's Golden Oak selections by Marcia Aronson, Manager of Diversity and Accessibility Services at the Ottawa Public Library (OPL). Marcia read excerpts from each book and passed around copies for members of the LPCC to peruse. She reported that learners in Chris Harwood's class at the Ottawa Catholic School Board responded with great enthusiasm to this year's books. Some of them were so taken with certain selections that they were reluctant to pass them along to their classmates!

This year's Golden Oak books are:

Brave Deeds: How One Family Saved Many from the Nazis by Ann Alma

Can people work together to survive? Through the eyes of a child narrator we are led through the emotional landscape of fear, loss and love as a child refugee finds shelter in the caring arms of the Braal family. Set in Holland during the final days of World War II each chapter presents a new challenge which requires cooperative spirit to overcome dangers of conflict. Although *Brave Deeds* is a story over sixty years old, the lessons shared are very relevant today.

Call Me Aram by Marsha Forchuk Skrypuch and Muriel Wood

Call Me Aram is the follow-up book to *Aram's Choice*. In the first book, Aram and a group of orphaned Armenian boys are sent to Canada in 1923. The boys make their way across Canada to a farm in Georgetown, Ontario. They are known as the Georgetown Boys. Their story continues in *Call Me Aram*. In Georgetown, the 50 boys must learn what it means to be Canadian. Like all new immigrants, they face difficulties adjusting to a new way of life. Aram and the rest of the Georgetown Boys are given new names. They are homesick and confused. How will they adapt?

Impact by James C. Dekker

Death of a family member is always hard to deal with. When a family member is murdered, it can tear families apart. When Jordan's brother is murdered, his family must deal with their grief and find a way to get through the murder trial.



Golden Oak Books.....continued

Lunch with Lenin and Other Stories by Deborah Ellis

Lunch with Lenin, is a collection of short stories about the impact of drugs, alcohol, and addiction on the lives of young people.

One Hen: How One Small Loan Made a Big Difference by Katie Smith Milway and Eugenie Fernandes

One hen may not seem a lot, but to Kojo in Ghana, it's the beginning of greater things in life for him, his family and his community. See how one can multiply into many with a bit of ingenuity, hard work, planning and determination.

Word Nerd by Susan Nielson

When some bullies at his new school almost kill him by slipping a peanut into his sandwich, twelve-year-old Ambrose's overprotective mother, Irene, decides to home-school him. Now alone in the evenings while his mother works, Ambrose soon discovers a shared love of Scrabble with Cosmo, the twenty-five-year-old son of the Greek landlords who has just been released from jail. He coerces Cosmo into taking him to the West Side Scrabble Club, where Cosmo falls for Amanda, the club director. Through these weekly meetings, an unlikely friendship develops between them and Ambrose blossoms. There's only one problem: Irene has no idea what Ambrose is up to.

To find out more about the Golden Oak visit their website at:

www.accessola.com/forest2010/GoldenOak/

Marcia has also prepared a wonderful Powerpoint presentation to help literacy and ESL instructors. It is called *Pleasure Reading for Adult Learners - Finding Good Books for ESL and Literacy Students*. The presentation focuses on the key criteria to select books such as adult interest, attractive cover and format and an initial hook to engage a reader. It includes general criteria such as length of book, size of font, sentence length, etc. There are many useful examples. Marcia has generously agreed to share her presentation. You can download it from www.occl.ca.



Ottawa Community Coalition for Literacy

Conferences & Training

Why is Clear Writing Important?

To find out, join us for a ClearWriting Workshop on **Wednesday, April 28** at The Gallery, Heartwood House, 153 Chapel Street. This workshop, facilitated by Mary Wiggin, promises to be an informative, easy-to-follow and lively lesson on how to improve your writing skills. All our welcome! See the enclosed flyer for all the details. The deadline to book a spot is **April 21**.

2010 Transliteracy Conference Owen Sound - June 11 and 12

What is Transliteracy? Transliteracy is the ability to read, write and interact across a variety of platforms, tools and media.

- Do you want to do more e-learning but are overwhelmed with the internet?
- Do you want a hands-on opportunity to learn how to find, manipulate and use images, sound and video?
- Do you want this learning to be fun, gentle and not intimidating?

The 2010 Transliteracy Conference is designed for you!

Whether you are new to the online world or a seasoned traveller on the information highway you will leave Owen Sound with a personal implementation plan, feeling less stressed about e-learning. The conference will be fun and rewarding!

For more information and to register visit:

<http://transliteracyinfo.blogspot.com/>

Workplace Literacy & Essential Skills (LES) What Counts? and Why?

The Centre for Literacy of Quebec will host their 2010 Summer Institute at Dawson College in Montreal on June 28-30. The Institute will examine what is currently being counted to evaluate the results of Workplace Essential Skills programs.

For more information visit:

www.centreforliteracy.qc.ca/inst/sli2010/index10.htm



Local Program News

Income Tax Clinics in Ottawa

The Community Information Bulletin has compiled a list of income tax clinics in Ottawa. Please visit their site at:

<http://cominfo-ottawa.org/bulletin.html#News>

Click on the words - **Free Income Tax Clinics** - to access the full list and the eligibility criteria.

The Civic Appreciation Awards

Tell us about a volunteer in your community

It's time to stop and say thank you to that special volunteer in your community who has touched your life. Please take a few minutes to nominate that special person or organization for a **City of Ottawa Civic Appreciation Award**. Volunteers have a direct impact on many aspects of our day-to-day life, including health, heritage, education, social services, arts and culture, sports and recreation, literacy services and the environment.

Let us know about that special person in your community whose volunteer efforts should be recognized. Submit the nomination form online at www.ottawa.ca/volunteering. You can also pick up a brochure at one of the City's Client Service Centres, Ottawa Public Library branches or community centres.

The deadline for nominations is Friday March 26th, 2010.

For more information, visit www.ottawa.ca/volunteering or call 613-580-2424 extension 28207 (TTY: 613-580-2401) or email civicappreciationawards@ottawa.ca

English Conversation Circles Catholic Immigration Centre Ottawa (CIC)

- When:** Wednesday Evenings
6:30 p.m. - 8:00 p.m.
- Where:** 219 Argyle Avenue, Ottawa
(street level, room 114)
- Cost:** Free

Open to newcomers to Canada
Circles are lead by volunteers and the objective is to practise everyday English.

For more information, call (613) 232-9634, ext. 348 or visit www.cic.ca



RESOURCES

Rapid Reads from Raven Books

Raven Books, an imprint of **Orca Book Publishers**, is excited to introduce **Rapid Reads**, a new line of short, “easy-read” books for adult readers. In this increasingly fast-paced world ORCA believes there is a market for well-written, well-told novels that can be read in one sitting. Raven Books will also appeal to those struggling with literacy challenges. Raven Books will feature titles from some of Canada’s best authors – great writing and great storytelling in a small package. Featured books are:

- ◆ *Love You to Death* - Gail Bowen
- ◆ *The Barrio Kings* - William Kowalski
- ◆ *The Middle Ground* - Zoe Whittall
- ◆ *The Spider Bites* - Zoe Whittall

On the website you can read sample chapters from *Love You to Death* and *The Barrio Kings*. To find out more, visit:
www.orcabook.com/ravenreads

Student Assessment in Adult Basic Education: A Canadian Snap shot

Assessment is a continuous, systematic process that utilizes tools and approaches to gather information in order to make decisions about the provision of programs, instruction, training and services for literacy upgrading and adult basic education students. Adult basic educators who work in programs offered by colleges, school boards, workplaces and community-based agencies use a variety of assessments that are distinguished by the theories on which they are based; the knowledge, skills, attitudes, and values they purport to measure and provide; and the manner in which they inform placement and instruction.

Since the turn of the 21st century the face of literacy provision and assessment has changed, in response to changing views about the nature of literacy and numeracy learning. In order to ensure that existing assessment tools reflect our changing views and meet the needs of educators and the diverse range of students, DPat Campbell conducted a national survey on student assessment with 400 educators in 2005.

Student Assessment in Adult Basic Education outlines the findings of the survey

To read the document, go to <http://library.nald.ca/item/5995>



RESOURCES on the INTERNET

Laubach Literacy Ontario to launch a new online course: Integrating Essential Skills into Lesson Planning

This introductory course has been designed by Laubach Literacy Ontario (LLO) for literacy tutors, practitioners, trainers and tutor trainees. Participants complete a variety of activities in eight sections to learn more about four of the nine Essential Skills: Reading Text, Document Use, Writing and Numeracy and how to integrate Essential Skills into lesson planning. This training is available on the LLO Training site at:

www.laubach-on.ca/teach/materials/IES

Skilled Trades Guide

The *Skilled Trades Guide* profiles many trades in Ontario. This document contains good information about many trades that includes a description, personal qualities required, career opportunities, educational/training requirements, training availability as well as potential earnings and prospects for employment. You can access the guide at:

<http://tradeability.ca/DesktopDefault.aspx?TabId=3330&Lang=en>

Essential Skills and Apprenticeship Resources

Thanks to Doug Noyes, Executive Director Literacy Link Eastern Ontario (LLEO) for pointing the way to Human Resources Development Canada's website on Workplace and Essential Skills linked to apprenticeship. Visit:

www.hrsdc.gc.ca/eng/workplaceskills/essential_skills/apprenticeship/index.shtml

New Tool for LBS Agencies compliments of AlphaPlus!

AlphaPlus has created a tool for literacy agencies to use to check the version and several components of their browser. See it at:

<http://support.alphaplus.ca/browsercheckup/>



...more Internet Resources

An Introduction to Essential Skills

Bare Essentials: An Introduction to Essential Skills was developed by the College Sector Committee (CSC) for Adult Upgrading in partnership with Continuing Education School Board Administrators (CESBA), Community Literacy of Ontario (CLO), and the Ontario Native Literacy Coalition (ONLC).

The partners worked together on a project to develop an Essential Skills resource for frontline practitioners. Initially the project focused on workshops to be jointly delivered in venues appropriate to each of the partners. Subsequent discussions led to the conclusion that focusing exclusively on workshops would limit the number of practitioners who would benefit. This led to the idea of creating a manual that would provide a first-step introduction to Essential Skills.

To view or download a copy of the manual, visit:

www.nald.ca/litweb/province/on/clo/resource/bare/bare_essentials.pdf

A Website for Dyslexic Adults

This website contains features such as being able to change print to large size and change the background colour. It also has a talking browser. Check it out at:

www.dyslexia-adults.com

FCAC Launches Videos on Financial Literacy

The Financial Consumer Agency of Canada (FCAC) launched its first series of videos called FCAC Success Stories. Nine Canadians share what they have learned about the importance of financial literacy. The purpose of the videos is to help consumers learn from the participants' experiences in dealing with debt and finance. The videos point out how FCAC's publications and interactive tools can help develop and sharpen financial knowledge and skills. View the videos at:

www.fcac-acfc.gc.ca/eng/multimedia/video/default.asp

Looking for samples of plain language writing? Visit: www.plainlanguagenetwork.org

You'll find samples of plain writing for Business, Science, Law, Technical Writing and Journalism.



Ottawa Community Coalition for Literacy

HOTLINE STATISTICS

Contacts	December	January	February
Calls from learners	5	7	6
On behalf of learners	3	5	2
Learner follow-up	2	6	1
From Volunteers	1	7	
Literacy Outreach/Community	55	2	52
OCCL Admin	72	160	97
Workforce Development	5	17	16
Special Projects/Resources	30	52	73
Provincial and National Activities	32	40	31
Network Calls/LPCC/Board/Emp ON	147	155	92
Training - Learner & Practitioner	37	90	57
Family Literacy/FLD Events	9	51	30
PGI	4	2	
Events	3	1	12
Total	405	595	469
Referrals*			
Ottawa-Carleton District School Board	1	2	2
Ottawa Catholic School Board	1	3	1
PWC	1	2	3
ALSO	2	4	1
Algonquin College (CCP)			1
ILC Web site			
ELTOC			
ACElinks			
John Howard Society	1		
Sage Youth			1
Moi, j'apprends			
Adult High		1	
St. Nicholas Adult			
ACElinks			
Discovery University	1		
Language Assessment Centre		1	
Ottawa Public Library			
No referral	1		
Newcomer Information Centre		1	1
Total	8	14	10
* 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	2	3