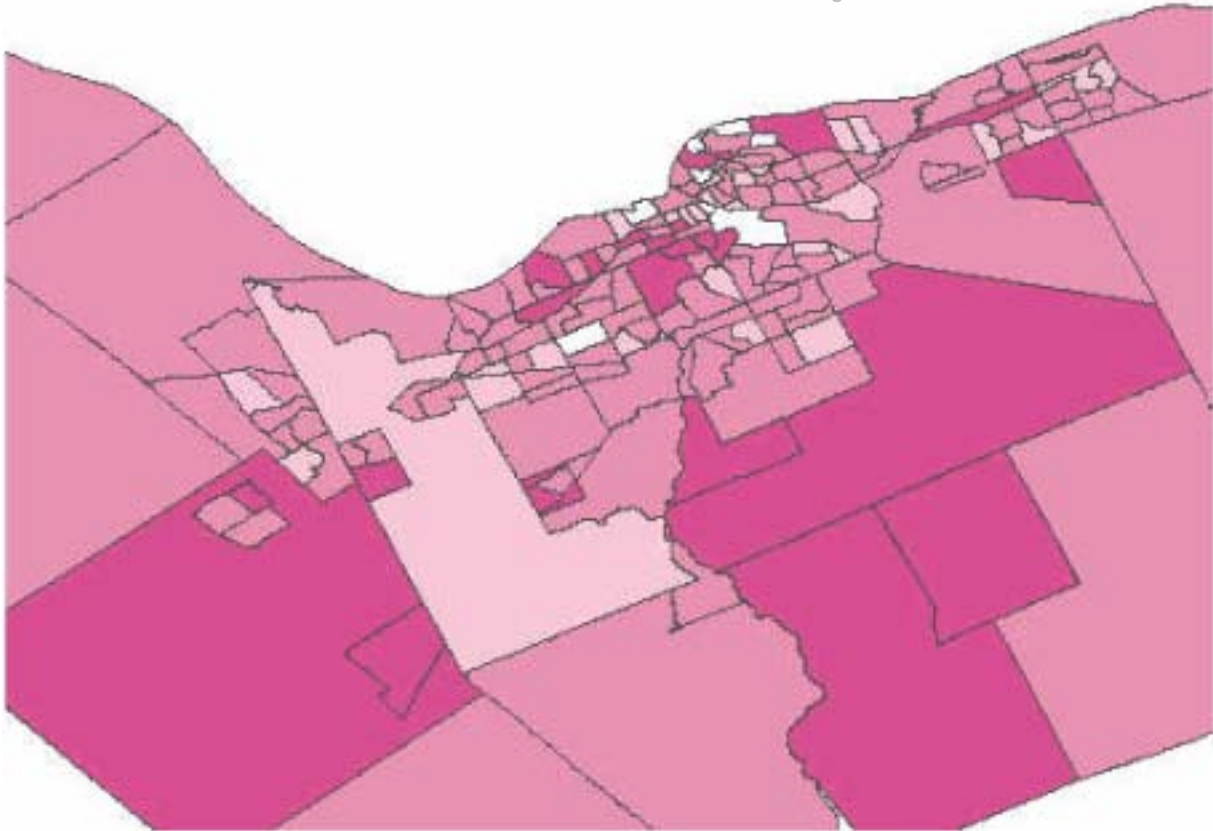


# Putting Literacy in Ottawa on the Map



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**Ottawa-Carleton Coalition for Literacy**

## Introduction

The Ottawa-Carleton Coalition for Literacy (OCCL) is a non-profit, charitable organization serving Literacy and Basic Skills (LBS) programs in Ottawa since 1984. Their mission is to promote public awareness of and access to adult literacy information and services in the city. They serve nine LBS delivery agencies in three delivery sectors (school boards, colleges and community-based agencies) in the City of Ottawa, Ontario, Canada.

OCCL applied for and was awarded a Partnership Grant from United Way Ottawa to carry out research to further their understanding of the barriers faced by potential adult literacy students trying to access services in the City of Ottawa. To meet this broad objective the project had the following goals:

1. Survey the postal codes of students enrolled in Literacy and Basic Skills (LBS) programs and develop a research model in order to:
  - a. identify neighbourhoods where a significant number of learners live,
  - b. develop profiles of those neighbourhoods,
  - c. review current LBS program locations, models of delivery and supports in relation to the identified neighbourhoods,
2. Use the information gained to:
  - a. identify possible changes in program delivery,
  - b. develop the framework for appropriate outreach (both materials and methods) to reach potential learners in the neighbourhoods,
  - c. develop a three-year, literacy research strategy,
3. Examine issues of outreach, participation/non-participation and innovative models of literacy service delivery,
4. Identify and survey select social agencies serving these neighbourhoods to identify perceptions of literacy education which might prevent adults from participating in LBS programs,
5. Work with members of the OCCL's Local Planning and Coordination Committee (LPCC) to develop a three-year literacy research strategy for the City of Ottawa.

This research report presents tools and materials necessary to complete these objectives, however as many of these items are follow-up tasks for individual agencies, or are to become the work of the LPCC, they cannot be included in this report as such. This report is intended to be a resource and reference tool for LBS delivery agencies to use for ongoing service delivery planning purposes.