

# Ottawa Community Coalition for Literacy



# ANNUAL REPORT

## 2007/2008

211 Bronson Avenue  
Suite 107  
Ottawa, Ontario  
K1R 6H5

Phone: (613) 233-3232  
Fax: (613) 233-0299  
E-mail: [abcline@occl.ca](mailto:abcline@occl.ca)  
Web site: [www.occl.ca](http://www.occl.ca)

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# Ottawa Community Coalition for Literacy

## **Mandate**

The Ottawa Community Coalition for Literacy (OCCL) has served and supported the adult literacy community since 1984. We are a non-profit, charitable organization providing information and referral services, professional development and service planning. We are funded by the provincial and federal governments, memberships, donations and fundraising.

The Board of Directors is responsible for the ongoing operations of the Coalition. The Local Planning and Coordination Committee (LPCC), is responsible for planning literacy services. The LPCC is made up of representatives from the Literacy and Basic Skills agencies in Ottawa.

## **Mission Statement**

We support, promote and strengthen adult literacy services in Ottawa through communication, research and public education.

## **Values**

### **Client Orientation**

- We place the needs of adult literacy learners foremost in all we do.
- We consider the accessibility and equity needs of literacy learners and members.
- We aim for high quality, effective services.

### **Teamwork**

- We realize we are stronger when we share responsibilities and resources.
- We understand the benefits of partnering with other networks and community agencies to support the needs of adult literacy learners.

### **Community Building**

- We foster effective communication and working relationships with funding sources.
- We facilitate and influence the development of learner-focused and results-oriented community service plans.
- We support lifelong learning for literacy learners, members, staff and volunteers.
- We recognize that strength and creativity come from diversity.

### **Work Ethic**

- We treat all people with dignity and respect.
- We act with integrity, honesty and compassion.
- We are accountable for our actions, transparent in our use of resources and clear in our reporting.

## Message from the Chair, Board of Directors

The past year has been a busy one for the Ottawa Community Coalition for Literacy (OCCL). In addition to the anticipated activities, there were the usual unforeseen events that required attention.

We welcomed the return of Field Consultant, Nycol Vinette of the Ministry of Training, Colleges and Universities (MTCU) as we began to work with the other stakeholders in Employment Ontario, Ontario's training and employment network. OCCL had successful mid and year-end reviews with Nycol that involved staff as well as the Chairs of the Board of Directors and the Local Planning and Coordination Committee (LPCC).

Mary Jane Maffini, an Ottawa mystery writer, was the lively keynote speaker at the *Colleen Cooney Celebration of Literacy Luncheon*. We enjoyed her presentation so much that we invited her to be the poet laureate at the *2008 PGI Golf Tournament for Literacy*.

***Getting to Know the Library***, the partnership project with Ottawa Public Library (OPL), has taken on a life of its own. With the assistance of Louise Lalonde, from *Moi j'apprends*, a French version of the manual was developed. Chris Harwood delivered training to literacy and ESL instructors on the manual and Chris and Marcia Aronson did a presentation at the Ontario Library Association Conference in February. OPL awarded OCCL a second contract to have Chris develop a train-the-trainer package for library staff on literacy awareness. ***Getting to Know the Library*** is the basis for the training.

We are delighted that MTCU has agreed to provide funding to develop an American Sign Language (ASL) version of ***Getting to Know the Library***. OCCL will work in partnership with the Ottawa Public Library, the Ottawa Deaf Centre and the Deaf Literacy Initiative.

The Board continues regular reviews of policies and procedures and has started to research models of succession planning for non-profit organizations. The Board approved a salary increase for staff. There are concerns about health and safety issues identified by our staff at the Bronson Centre. The building's management have not provided adequate follow-up. The Board will continue to monitor the situation.

Once again, I am truly amazed by the level of communication and cooperation that exists between OCCL, MTCU, and the LPCC. As the board representative of Ottawa Public Library, I see the results first-hand. None of us operate in a vacuum. These relationships are fostered and strengthened by the leadership of Mary Wiggin and Maureen McGovern. I would like to thank the members of the Board, the LPCC, Mary and Maureen for their support.

**Marcia Aronson**

## **Message from the Co-Chairs Local Planning and Coordination Committee**

We have had another year of growth and challenges within the literacy community. With the outstanding work and leadership of Mary Wiggin, our Local Planning and Coordination Committee (LPCC) has been able to continue to provide literacy agencies across the Ottawa area with services of the highest quality.

It is the determination and the enthusiasm of the staff of our many literacy and basic skills programs that contribute strongly to our many accomplishments and joint success. It is obvious that for them literacy is more than just a job; it's also a passion.

In addition to **Getting to Know the Library**, we have had many exciting new projects this year in the literacy community. Among them were **Community Works: Learners Achieving Goals Through Volunteering**, an initiative coordinated by OCCL in partnership with ALSO and Heartwood House. The project developed a model of supported volunteering for adult literacy learners which helped them discover the value of volunteerism. The John Howard Society received funding from the City of Ottawa for **SOUL (Shelter Outreach Upgrading Literacy)** a program that encourages “drop-in” literacy at a local homeless shelter.

The LPCC is a shining example of what can be possible when people share vision, knowledge and expertise. We continue to be dedicated to our mission to: *support, promote and strengthen adult literacy services in Ottawa through communication, research and public education.*

We thank the Ministry of Training, Colleges and Universities (MTCU) for their continued support, especially our Field Consultant, Nycol Vinette who works with us and supports all of our programs. We look forward to the exciting opportunities and also the challenges that working as part of Employment Ontario will bring.

Finally, we would like to thank Maureen McGovern for her tireless work, as well as our colleagues on the LPCC and the Board of Directors. Working together we are able to provide so many important services to our community.

**Jan Goatcher and Isobel Bisby**

# Highlights of 2007/2008

## Events

### 2007 PGI Golf Tournament for Literacy, May 24, 2007

The Golf Tournament for Literacy was held at the beautiful Loch March Golf & Country Club. The tournament was a great success and raised much-needed funds for running the ABC Line, the Family Literacy Day Challenge and some professional development activities. We received great support from our local sponsors, Burke-Robertson, Barristers and Solicitors LLP, The Ottawa Citizen, Collins Barrow Ottawa LLP and TD Bank Financial Group. We also appreciated the support offered by the national sponsors of the PGIs across the country: Great West Life, London Life and Canada Life; The Co-operators; Canada Post Corporation; and CBC. Wayne Rostad was our enthusiastic poet and troubadour. David Wade from ALSO and the ACElinks program received a warm welcome from the audience as the winner of *The Cooperators Learner Achievement Award*.

### Colleen Cooney Celebration of Literacy Luncheon, September 28, 2007

OCCL hosted the 10<sup>th</sup> annual luncheon at the International Restaurant at Algonquin College. We were delighted once again to have Colleen's father, Leo Cooney, and her best friend, Maureen O'Brien, join us. Mary Jane Maffini was a wonderful keynote speaker, brimming with enthusiasm and fun. The audience had a great time writing a mystery story with her. We are grateful to the students in the Hospitality Program who prepared and served a fabulous meal with professionalism and skill.

## Employment Ontario

OCCL and its members made efforts to create links and partnerships with other Employment Ontario stakeholders. In the past year OCCL:

- Coordinated meetings of the LPCC and representatives from the Employment and Income Support sections of the Ontario Disability Support Program. This was a step toward building a partnership with ODSP since many ODSP clients are served by LBS agencies and many more might benefit from attending an LBS program if they were aware of the services.
- Participated in meetings of Job Connect managers and a representative of Apprenticeship to present literacy issues for consideration and discussion. Representatives of Job Connect met with the Local Planning and Coordination Committee (LPCC) as part of the process to prepare the *Literacy Service Plan 2008/2009*.
- Facilitated an audit on flexible and distance learning which was shared with and used by the other two literacy networks in the East, Literacy Link Eastern Ontario (LLEO) and Literacy Ontario Central South (LOCS)
- Sponsored an information session on Apprenticeship for LBS staff in partnership with the Y Job Connect.
- Participated in:
  - ❖ the Employment Ontario Engagement Session, June 28, 2007
  - ❖ OYAC Focus Group, February 25, 2008
  - ❖ Employment Ontario Stakeholder Group Discussion, March 27, 2008
- Attended training on the Continuous Improvement Performance Management System in Kingston, March 28, 2008.

- Made presentations on LBS services to groups such as Employment Services YMCA/YWCA; St. Lawrence Job Connect; and teachers at St. Nicholas Adult High School (in partnership with Job Connect).

## Projects

### Community Works: Learners Achieving Goals Through Volunteering

The Office of Literacy and Essential Skills, Human Resources and Skills Development Canada, funded this project. OCCL worked in partnership with ALSO (Alternative Learning Styles and Outlooks) and Heartwood House to develop a model of supported volunteering for learners who are marginalized and/or disadvantaged by a variety of barriers and challenges. The model provides learners with an opportunity to develop transferable essential skills. It was piloted by several learners who had volunteer placements at the OC Transpo Lost & Found run by Heartwood House and in ALSO's Children's Room and at their reception desk. Chris Harwood collated the curriculum and activities developed by Helen Mildon into the *Community Works Handbook* which will be available on OCCL's website ([www.occl.ca](http://www.occl.ca)) early in the summer of 2008.

### Literacy Awareness Training for Staff of Ottawa Public Library (OPL)

Ottawa Public Library contracted OCCL to develop and pilot literacy awareness training for their staff. The training was based on *Getting to Know the Library*, the manual of activities for adult literacy and ESL learners developed the previous year under contract with OPL. Chris Harwood developed the training and the piloted it at a train-the-trainer session held in May 2008. OPL plans to begin staff training in the fall.

### Professional Development on *Getting to Know the Library*

*Getting to Know the Library* contains a wealth of activities and resources but OCCL was concerned that many literacy instructors would not have the opportunity to spend time getting to know the manual and as a result might not use it. We decided to use a small amount of funding from the golf tournament account to contract Chris Harwood to develop and pilot professional development for instructors. On January 24, 2008 OCCL hosted the pilot in partnership with People, Words & Change at the Nepean Centrepointe Branch of OPL. Paid instructors and volunteer tutors participated enthusiastically in activities such as a scavenger hunt in the library.

## Family Literacy

The week of January 27 generated a buzz of activities in Ottawa. The Family Literacy Day Committee would like to thank **Suzanne Pinel** our spokesperson and star performer who gave her time generously to perform at several organizations' events. Groups working with families and children registered over 80 activities for the *Family Literacy Day Challenge*. Both the Ottawa Citizen and Le Droit featured articles on the Challenge. Twenty of the participating groups received \$50 book certificates and Centre de Ressources parents-enfants de Vanier and the Ottawa Inuit Children's Centre each received \$500 book certificates. To find out more, please visit our website at [www.occl.ca](http://www.occl.ca).

## Funders and Supporters

### Financial Support

The Ottawa Community Coalition for Literacy is grateful to the following organizations and individuals who provided generous financial support:

- Ministry of Training, Colleges and Universities
- Office of Literacy and Essential Skills, HRSDC
- Ottawa Public Library
- The Ottawa Citizen
- RBC Foundation
- TD Bank Financial Group
- Burke-Robertson, Barristers and Solicitors LLP
- Collins Barrow Ottawa LLP
- Great West Life, London Life and Canada Life
- CBC
- Canada Post Corporation
- The Co-operators
- The Ottawa Senators
- Peter Calamai
- Bell Canada, Employee Giving Program
- Jason T. Howarth
- James MacLaren
- Richard Nolan
- Katherine Cartwright
- United Way of Ottawa
- Association of Early Childhood Educators, Ottawa Valley Branch
- Child Care Council of Ottawa
- Ottawa Child Care Association
- Regroupement des services éducatifs à l'enfance d'Ottawa
- Jerome Hiscock
- Ryder Lee
- Ralph Toombs
- Participants in the *2007 PGI Golf Tournament for Literacy*
- Friends of Literacy

### In-Kind Support

OCCL would also like to thank our supporters who provided in-kind support:

- The Ottawa Citizen
- NALD (National Adult Literacy Database)
- Burke-Robertson, Barristers and Solicitors LLP
- Collins Barrow Ottawa LLP
- Preston Food Market

- ABC CANADA Literacy Foundation
- Ottawa Public Library
- Kaleidoscope Kids Books
- Prize and Auction Contributors, *2007 PGI Golf Tournament for Literacy*
- Volunteers, 2007 PGI Golf Tournament for Literacy.
- McClelland & Stewart Inc.
- Harper Collins Canada
- Explorer Headgear Inc.
- Heartwood House
- AlphaPlus Centre
- J.J. Clarke, CJOH TV
- The Globe and Mail
- House of Anansi Press
- Hudson's Bay Company
- Chevy West
- Reno Video and Photo
- Bleeker Stereo & TV Ltd. / Bleeker Pro A/V Systems
- St. Joseph Media
- Walrus Magazine
- All the learners who worked so hard in their volunteer placements during the Community Works project
- The generous individuals who were members of project reference groups

## **Board and Committee Members**

The work of the Coalition is guided, nurtured and realized through the efforts of many dedicated people. We would like to express our appreciation to all of them.

### **Board of Directors**

Marcia Aronson (Chair)	Ottawa Public Library
David Robertson (Treasurer)	Appointed by the Board
Wendy Siebrasse	Community Representative
Brenda Gaitens	Algonquin College
Kae McColl	People, Words & Change
Isobel Bisby	ALSO

### **Local Planning and Coordination Committee**

Jan Goatcher (Co-Chair)	John Howard Society of Ottawa
Isobel Bisby (Co-Chair)	ALSO
Brenda Gaitens	Algonquin College
Chris Harwood	Ottawa Catholic School Board
Kathy Holmes	Ottawa Deaf Centre
Sara Jappert	CNIB Literacy Program for Deafblind Adults
Louise Lalonde	Moi, j'apprends
Kae McColl	People, Words & Change
Carol McMurchy	Ottawa-Carleton District School Board
Denise Pratte/ Lina Léveillé	La Cité collégiale

**Professional Development Committee**

Chris Harwood (Chair)	Ottawa Catholic School Board
Jan Goatcher	John Howard Society of Ottawa
Hoppy Roy	People, Words & Change
Trudy Lothian	Ottawa Catholic School Board
Wendy Siebrasse	Ottawa Community Coalition for Literacy
Maureen McGovern	Ottawa Community Coalition for Literacy
Mary Wiggin	Ottawa Community Coalition for Literacy

**Literacy and Mental Health Working Group**

Pierre Bazinet	Carlington Community Health Service Assertive Community Treatment Team
Nadia Behmann	Urban Christian Outreach Classroom Program In Cooperation with the ROH
Brenda Gaitens	Algonquin College
Karen Boyd	Canadian Mental Health Association
Jan Goatcher	John Howard Society of Ottawa
Lucy-Ann Kubina	Occupational Therapist Royal Ottawa Hospital
Kae McColl	People, Words & Change
Maureen McGovern	Ottawa Community Coalition for Literacy
Kim Oastler	ALSO
Karen Shipman	Canadian Mental Health Association
Mary Wiggin	Ottawa Community Coalition for Literacy

**Family Literacy Day Planning Committee**

Susan Ajersch/Julie Chayer	Early Literacy Specialists
Nicole Baker	Success by 6
Isobel Bisby	ALSO
Elaine Kicknosway	Minwaashin Lodge
Louise Lalonde	Moi, j'apprends
Maureen McGovern	Ottawa Community Coalition for Literacy
Janice Messam	Inuit Children's Centre
Charlyn Monahan	Ottawa-Carleton District School Board
Susan Thompson	Success by 6
Jane Venus	Ottawa Public Library
Mary Wiggin	Ottawa Community Coalition for Literacy

**PGI Golf Committee 2007**

Ted Masters (Chair)	Burke-Robertson
David Laidlaw	TD Bank Financial Group
Bruce Brooks	Collins Barrow Ottawa LLP
Janet Goodell	The Ottawa Citizen
Mario Gravel	Burke-Robertson
Maureen McGovern	Ottawa Community Coalition for Literacy
Jane Murray	Burke-Robertson
Mary Wiggin	Ottawa Community Coalition for Literacy

**Staff**

Mary Wiggin  
Maureen McGovern

Executive Director  
Community Coordinator

**Contractors**

OCCL operates with a small staff. We rely on several contractors for their expertise and services:

*Bonini & Associates*

Bookkeeping and Accounting

*Grade A Techs*

Information Technology Support

*Chris Harwood*

Project Coordinator for *Literacy Awareness for Ottawa Public Library Staff* and *Professional Development for Getting to Know the Library*; Manual Developer for *Community Works: Learners Achieving Goals Through Volunteering*.

*Instar Insurance Brokers Inc.*

*McCay, Duff & Company* Auditor 2007/2008

*Sign Language Interpreting Associates Ottawa Inc.*

# **Treasurer's Report Year Ended March 31, 2008**

## **2007/2008 in Review**

The 2007/2008 fiscal year ended with a surplus of \$23,730, increasing the accumulated surplus at year end to \$157,860. The annual surplus was comprised of an Operating Fund deficit of \$22,859 which was more than offset by a surplus from Restricted Funds (i.e. the Peter Gzowski Golf Tournament) of \$46,859.

Revenues for the year of \$253,298 were up \$40,352 compared to 2006/2007. Revenues from the provincial Ministry of Training, Colleges and Universities (MTCU) once again remained the same at \$82,000 although OCCL received one-time field support funding of \$10,000 which was used primarily for technology purchases. Revenues from the PGI Golf Tournament for Literacy were \$58,290, up \$6,992, while Nevada lottery ticket revenues rose by \$7,864 to \$21,082 after several years of lower revenues from this source. The big difference in revenues, as well as expenses, for this past year was for the self-funding special projects which totalled \$69,773, an increase of \$23,352. Expenses reflected this, being up \$32,821 to \$229,568.

The Coalition's main funding comes from the Ontario Ministry of Training, Colleges & Universities (MTCU) with funding for special projects coming from other governments and agencies. The PGI Golf Tournament for Literacy is the main fundraising event for operating the ABC Line and also funds some Family Literacy Day activities and professional development for Literacy and Basic Skills staff.

## **2008/09 in Preview**

As anticipated, funding from MTCU has been continued for core operations. The 2008 PGI Golf Tournament for Literacy should provide the significant funding required to operate the ABC Line, coordinate Family Literacy Day activities and provide some professional development. The Board of Directors has approved the allocation of up to \$5,000 per year from the golf tournament to provide a PD Fund. Literacy instructors and coordinators will be able to apply for money to help offset the cost of attending professional development activities outside the city. OCCL's PD Committee will develop a framework for the fund, review and approve applications for support.

OCCL is very pleased that MTCU will provide funding to develop an ASL Version of *Getting to Know the Library*. The project will be done in partnership with Ottawa Public Library and the Ottawa Deaf Centre and the Deaf Literacy Initiative will act as consultants.

**David Robertson**

**Ottawa Community Coalition for Literacy**  
**Regroupement d'Ottawa pour l'alphabétisation**  
**Financial Highlights**  
**For the Year Ended March 31, 2008**  
**(with comparative figures for 2007)**

**Revenues and Expenses**

	<b>2007/08</b>	<b>2006/07</b>
<b>Revenues</b>		
Grants	82,000	82,000
Donations	39,645	32,611
Special Projects	69,773	46,768
Nevada Lottery Ticket Sales	21,082	13,218
Other Revenues	19,352	15,758
Registration Fees	21,446	22,591
	<hr/>	<hr/>
	253,298	212,946
<b>Expenses</b>		
Salaries and Benefits	88,974	91,897
Contract Services	8,905	7,480
Rent and Utilities	7,877	8,105
Telecommunications	3,172	2,964
Insurance	2,276	2,021
Postage and Office Supplies	4,388	3,560
Equipment Purchases	1,594	-
Photocopying and Materials	5,456	5,512
Training Workshops	851	2,263
Tournament Expenses	7,033	8,966
Travel and Transportation	1,900	1,564
Library Project - PD	3,000	-
Professional Fees	4,214	3,539
Miscellaneous	6,469	4,305
Special Projects	69,773	46,768
Nevada Lottery Ticket Expenses	12,016	6,056
Amortization	1,670	1,747
	<hr/>	<hr/>
	229,568	196,747
<b>Surplus (deficit) for the Year</b>	23,730	16,199
<b>Invested in Capital Assets - Net</b>	5	(1,144)
	<hr/>	<hr/>
<b>Accumulated Surplus</b>	157,860	134,125
	<hr/> <hr/>	<hr/> <hr/>

**Ottawa Community Coalition for Literacy  
Regroupement d'Ottawa pour l'alphabétisation  
Financial Highlights  
For the Year Ended March 31, 2008  
(with comparative figures for 2007)**

**BALANCE SHEET**

	<b>Mar 31/08</b>	<b>Mar 31/07</b>
<b>Assets</b>		
Cash and Short-Term Deposits	168,226	140,223
Accounts Receivable & Prepaid Expenses	13,660	9,585
Office Furniture & Equipment - Net	2,154	2,159
	184,040	151,967
<b>Liabilities</b>		
Accounts Payable & Accrued Liabilities	17,699	9,583
Deferred Revenue	6,327	6,100
	24,026	15,683
<b>Accumulated Surplus</b>	157,860	134,125
<b>Equity in Capital Assets</b>	2,154	2,159
	160,014	136,284
	184,040	151,967

Auditor - McCay Duff & Company LLP, Chartered Accountants

Copies of the complete statements are available from OCCL on request