



# Literacy Service Plan 2016-2017

## Hamilton Literacy Services

---

### **Literacy Community Planning (LCP) Committee**

The mission statement of the Hamilton Literacy Community Planning Committee is to meet identified learner need and, through planning and coordinating literacy services, create a coherent, responsive and seamless learning system.

### **The goals of the LCP are to**

- provide adult learners with better information and improved access to programs
- ensure consistency with the development of an integrated adult education system
- develop standard processes for learner assessment and follow-up
- create an outcome based approach to literacy service planning

### **Learning Network**

Adult Basic Education Association

### **Literacy and Basic Skills Agencies**

Hamilton Literacy Council

HWDSB – Community and Continuing Education

HWCDSEB – St. Charles Adult and Continuing Education Centres

Mohawk College – Academic Upgrading

CNIB – Literacy Program for Deafblind Adults

Native Learning Centre – Hamilton Regional Indian Centre

College Boreal



## Learning Network

### Adult Basic Education Association

Phone 905-527-2222

Website [www.abea.on.ca](http://www.abea.on.ca)

ABEA exists to improve the quality of life for the people of Hamilton through the promotion and support of lifelong learning.

#### **Our Role is to**

- facilitate local planning and coordination of literacy services
- provide ongoing support to literacy delivery agencies throughout the region
- promote literacy
- provide opportunities for professional development of literacy practitioners
- lead the development of a regional plan for information and referral, and provide these services when necessary
- coordinate and manage literacy development projects
- make impartial referrals for clients to the program which best meets their needs (all of Employment Ontario programs)
- represent adult literacy at planning tables
- partner with agencies in the community to facilitate referrals to literacy programs
- partner with other regional learning networks to develop consistent materials, messages and training
- create an environment of cooperation, collaboration and planning amongst literacy delivery agencies

Our role as a support agency allows the expertise and dollars of service delivery to remain with the delivery agencies. Through the network, the agencies become aware of gaps and duplications, allowing for program development to meet Hamilton-specific needs in effective and efficient ways. Without the network, literacy agencies would not have a coordinated table for community planning and cooperation.

The network makes presentations on behalf of the literacy agencies, informing social services, government and business of the literacy services available in the community. The impartial role of the network allows for referrals that meet the client's need.

We collaborate with other learning networks on projects and planning. Together we support our regions and promote best practices.

**Services to the Public include**

- free information and referral to upgrading programs for adults in Hamilton and surrounding area
- educational assessments (cost recovery) for those needing to know their current essential skill levels and who need a comprehensive action plan
- Clear Writing Workshops and Consulting for agencies/businesses who wish to improve their communication skills to all audiences
- Workplace Education Services for businesses wanting to pursue workplace education programs
- Lifelong Learning Week
- Leaders in Literacy Breakfast and Annual Literacy Awards



## Literacy Agency

### Hamilton Literacy Council

Phone 905-529-9907

Website [www.hamiltonreads.ca](http://www.hamiltonreads.ca)

#### Hamilton Literacy Council (HLC)

- offers free literacy instruction (since 1973)
- offers 1:1 tutoring by trained volunteers and small group instruction
- helps English-speaking adults (19+ and out of school full time)
- serves LBS 1-3
- serves Essential Skills levels 1-2

The Hamilton Literacy Council provides adult students in Hamilton with a unique learning opportunity. We are a community-based agency that recognizes that learners have specific needs and challenges. In response, our program adapts to meet the varied economic and societal pressures faced by adult students. We serve the lower level learners and many of them require a non-threatening and supportive environment. Working with a tutor or in a small group provides this kind of setting.

We are closely linked with the community and network within Hamilton. This results in strong support and referral networks. HLC staff are working to build community partnerships within the employment network in order to aid our learners to reach their goals more effectively.

**1:1 Tutoring** - Intake is continuous and program timing is flexible to meet the needs and commitments of learners with outside obligations. Students are matched with a trained tutor and meet on or off site and have ongoing support and monitoring. Most volunteers come to us highly skilled from their employment and educational experience. We offer our volunteers professional development through workshops, conferences and seminars. Volunteers are an integral part of the community-based sector and they are the cornerstone of our 1:1 program.

**Small Group Instruction** - This is offered by paid instructors in groups of 3-10 learners. Small groups run 8 1/4 hours per week. This has proven to be a motivating and energizing experience for students who want more time learning and are not ready for a large classroom experience with limited support. There are small group classes for those on the employment, secondary school

credit and independence goal paths.

Digital Technology classes are offered once a week and are open to all clients. The classes are intended for clients learning to use a computer as well as for those who want to enhance their computer skills, or to use the computer to accelerate learning.

The Hamilton Literacy Council provides services to clients who would not succeed in a classroom setting and who function at very low literacy levels. This service uses volunteers, resulting in a cost effective delivery of programming. The small group classes act as a bridge from the one-to-one program mode to classroom delivery, preparing learners to leave the Literacy Council and succeed in the other programs at higher levels of literacy.



## Literacy Agency

### HWDSB – Community and Continuing Education

Phone 905-561-2190

Website [www.hwdsb.on.ca/cce](http://www.hwdsb.on.ca/cce)

HWDSB - Community and Continuing Education offers

- Academic and Essential Skills Upgrading to adults 19+ years of age
- an interesting program for adults who want to gain skills to enhance employability, independence, or go on to further training
- preparation for credit courses to pursue a high school diploma or entrance into college/university

Many learners want an Academic Upgrading program to bridge them into a high school credit program for their diploma, as well as employment. An established pathway exists within HWDSB to allow a learner's transition from Academic Upgrading to further education and/or employment in a seamless manner.

#### Essential Skills Upgrading

For adults with developmental delays or severe learning disabilities, HWDSB offers the Essential Skills Upgrading program. This program serves the needs of adults 21+ years of age wishing to gain further independence, employment skills and/or to go on to further education.



## Literacy Agency

### HWCDSB – St. Charles Adult Education Centres

Phone 905-577-0555

Website [www.stcharles.ca](http://www.stcharles.ca)

St. Charles Adult and Continuing Education Centres strive to be a Catholic Centre of Excellence serving the lifelong learning needs of the whole adult community, providing high quality and innovative programs. These programs are delivered by well-trained and knowledgeable staff through dynamic academic and business leadership.

St. Charles Adult Education Centres offer Academic Upgrading in their Literacy and Basic Skills (LBS) Program; OALCF levels 1 through 3. It is a multi-transitional program; meeting the needs of learners who wish to further their education/training, employment and/or independence and ensure a smooth transition into their next steps.

St. Charles Adult and Continuing Education Centres offer classes to adults 18+ years of age and older with

- 4 accessible locations throughout Hamilton
- flexible hours
- **free** and ongoing registration
- individualized programming
- computer assisted learning
- a relaxed adult learning environment
- qualified and caring instructors

St. Charles Home Helper Program is part of the Academic Upgrading offered through Literacy and Basic Skills. It is a 12 week program designed to prepare adults to become a trained personal attendant. The program is offered at St. Charles 770 Main St. Campus and is open to youth, LBS levels 1-3, Canadian Language Benchmark 5+, Ontario Works clients and others looking to prepare for employment or to move into the Personal Support Worker program. Healthcare opportunities for employment are high in Hamilton. Program delivery involves certification in First Aid/CPR, Safe Food Handling and WHMIS. Other skills taught are safe work practices, home/time management, brokered working, worker rights, assessing risk, problem solving and scheduling, reporting and invoicing. Enrol today... succeed tomorrow.



## Literacy Agency

### Mohawk College – Academic Upgrading

Phone 905-575-2029

Website [www.mohawkcollege.ca/AU](http://www.mohawkcollege.ca/AU)

Mohawk College offers a number of innovative program models to address unique community needs to adults who are seeking entry into post-secondary education, apprenticeship or have employment goals.

1. Academic and Career Entrance – ACE - Math and English are available through this tuition-free program and are recognized as a Grade 12 equivalent for purposes of admission to college and apprenticeship programs. The ACE program is also accepted by many employers. (Note: Chemistry, Biology and Physics are available through OntarioLearn in an online format.)

2. Employment Literacy Workshops provide support to individuals with employment goals including: Employment Readiness Skills, Computer Literacy Basics, Labour Market Information, and Learning Styles.

3. GED Preparation - The GED test allows people who have not finished high school the opportunity to earn a certificate that is recognized by employers and educators as equivalent to an OSSD (Grade 12). Mohawk's free program helps most learners to complete their preparation in an eight week period.

4. College Ready Boot Camp is a 3-week course designed to re-fresh and boost the skills students need to succeed in college. The focus is on upgrading communication and math skills, study skills and understanding blended learning. Boot Camp also allows students the opportunity to explore the services Mohawk College has to offer. This could include financial aid and bursaries, the learning support centre, accessible learning services and more. For students who only wish to refresh their math skills to prepare for college entry, there is a dedicated Math College Ready Boot Camp available.

5. Deaf Empowerment Program (DEP) - provides specialized academic upgrading and essential skills to deaf adults in an instructional environment that is culturally and linguistically appropriate for the deaf learner. Taught by Deaf instructors using American Sign Language, learners are able to achieve personal and educational objectives with eventual progression to employment and further education.

Full and part-time schedules are offered.



## Literacy Agency

### CNIB – Literacy Program for Deafblind Adults

Phone 905-528-8555

Website [www.cnib.ca](http://www.cnib.ca)

#### **CNIB- Literacy Program for Deafblind and Blind Adults offers**

- instruction provided in the individual's preferred method of communication
- computers equipped with technical devices needed for blind and Deafblind learners
- materials adapted by instructors for learner accessibility

CNIB provides accessible Literacy and Basic Skills instruction for deafblind adults. The program focuses on the specialized needs of individuals with combined vision and hearing loss as they pursue their goals in the areas of greater personal independence, further education and employment. In collaboration with other service providers, CNIB can provide support to those learners on the secondary, post-secondary and apprenticeship path.

Adult learners at the CNIB have access to specialized computers and sight enhancement and sight substitution technology and are able to use their preferred method of communication (for example Voice, ASL, Signed English or Signed Exact English, Large Print or Braille).

Our one-to-one and small group classes provide a friendly and supporting environment for adult learning.



## Literacy Agency

### HRIC – Native Learning Centre

Phone 905-548-9593

Website [www.hric.ca](http://www.hric.ca)

The Hamilton Native Learning Centre has been providing adult education since 1987. The Literacy and Basic Skills program is housed within the Hamilton Regional Indian Centre, where learners have access to various programs and services that will assist in their learning journey.

The Hamilton Native Learning Centre offers an academic upgrading program for learners to prepare for writing the GED (High School Equivalency), to prepare for high school credit programs, to prepare for apprenticeship programs, to gain further independence and enhance employment skills.

#### Services Available

- a. continuous registration
- b. initial assessment
- c. individualized learner plan
- d. relaxed, culturally friendly learning environment
- e. one-to-one tutoring
- f. small group instruction
- g. basic computer instruction incorporated into program
- h. on-line/e-channel instruction
- i. life skills/personal development workshops
- j. Native-specific material
- k. holistic teaching methods
- l. full-time and part-time classes – Monday to Friday
- m. evening hours (check with centre for dates and times)



## Literacy Agency

### College Boreal

Phone 905-544-9824

Website [www.collegeboreal.ca/locations/details/hamilton/](http://www.collegeboreal.ca/locations/details/hamilton/)

Accès Carrières Études at Collège Boréal offers francophones over 19 years of age the opportunity to obtain their ACE certificate, the equivalency to the Ontario Secondary School diploma.

Our classroom has all the resources they require to succeed. Each student has his/her own program depending on their needs.

Courses include French communication, English communication, general mathematics, mathematics for apprentices, technical mathematics, financial mathematics, biology, chemistry, physics, computers and self-management and self-direction.

This program is offered in French.

Our classes run Monday through Friday 12 months of the year.