

Hamilton Referral Protocol

Literacy and Basic Skills (LBS) and Employment Service Providers

Reviewed and Accepted May 18, 2021 (Literacy Community Planning Committee in
consultation with Employment Services)

Updated February 3, 2025 (ABEA)

Protocol Contact Sara Gill, [Adult Basic Education Association](https://www.abea.on.ca) sara.gill@abea.on.ca
Full contact list below 905-527-2222 x 1

This referral protocol outlines the referral partnership between Hamilton Literacy and Basic Skills (LBS) programs and employment service providers. This document should be used by all practitioners in LBS/employment to guide referrals between programs. A referral is required when it is identified that a client would benefit from additional services offered by another organization or program. Services may be offered concurrently or consecutively depending on the needs of the client and the capacity of the partner organizations. This protocol will be reviewed annually.

Referral Protocol – a formal referral form isn't needed

A formal referral can be any of the following

- a. In-person referral (client visits the program)
- b. Intake appointment booked
- c. Direct contact by email, phone, text, etc.
- d. Targeted outreach presentation

Referring to Literacy and Basic Skills (LBS)

LBS helps people prepare for high school credit/equivalent, apprenticeship, post-secondary, employment and for greater independence.

Refer those that

- are early school leavers – don't have their Grade 12/equivalent (out for more than 1 year)
- have difficulties with literacy/numeracy skills (or don't have the skills for their employment goal)
- have little experience or have difficulty with digital technology
- are unsure of their skills or the program they need
- want options and information to meet their upgrading needs
- have or may have a learning disability or learning challenge

From the Common Assessment Tool (CAT)

Refer clients that identified education as a barrier to their goals - for example

- a. Highest level of schooling completed is less than Grade 12
- b. Completed schooling many years ago
- c. Went to school outside of Canada
- d. Finds one or more essential skill challenging – reading, writing, speaking/listening, math, digital technology

Referral Options

1. [Adult Basic Education Association \(ABEA\)](#) – Adult Learning Network
 - a. Pathway planning – information, referral and skills check-ins
 - b. [Refer here](#) or contact pathways@abea.on.ca 905-527-2222
2. **Directly to a Program** – if the client knows the program they want to attend and has the skills to be successful in that program – refer directly to the program. Please note that programs are offering multiple targeted training programs. Please contact ABEA for more information.

LBS Program	Referral Contact	Email
<u>Collège Boréal, Academic and Career Entrance (French)</u>	Fernand Anthelm Behoue	<u>fernandanthelm.behoue@collegeboreal.ca</u>
<u>Continuing Education (HWDSB)</u> Academic Upgrading / Essential Skills Program for adults with developmental disabilities / <u>Targeted Training</u>	Angela Parkin	<u>aparkin@hwdsb.on.ca</u>
<u>CNIB Deafblind Community Services – Literacy Services</u>	Aislynn Curran	<u>Aislynn.Curran@deafblindservices.ca</u>
<u>Hamilton Literacy Council</u>	Laurel Horning	<u>info@hamiltonreads.ca</u>
<u>Hamilton Regional Indian Centre – Native Learning Program</u>	Stacy Kaune	<u>literacy@hric.ca</u>
<u>Mohawk College – Academic Upgrading</u>	Discontinued as of March 31, 2025	<u>upgrading@mohawkcollege.ca</u>
<u>Deaf Empowerment Program</u>		<u>dep@mohawkcollege.ca</u>
<u>St. Charles Adult & Continuing Education Centres (HWCDSD)</u>	Sarah Silva	<u>silvas@hwcdsb.ca</u>

Referral to Employment Service Providers

Refer learners to Employment Services (ES) for

- Resource and Information - career exploration, for interim employment goals, for job posts, printer, etc.
- Funding Streams – for example, Better Jobs Ontario applications
- Workshops and Training – for example, job searching, resume building, WHMIS, etc.
- Assisted Services - assisted job search, on-the-job training, etc.

Refer learners to Ontario Employment Assisted Services (OEAS) if they identify as having a disability (not a requirement to be on ODSP).

For more information about these services, visit [ABEA's Employment Supports](#) page.

Employment Program		Contact
Amity Goodwill - Goodwill Career Centre	ES	employmentservices@goodwillonline.ca
Collège Boréal	ES	jobshamilton@collegeboreal.ca
Employment Hamilton	ES	67recep@EmploymentHamilton.com
Mohawk College – Fennell and Stoney Creek	ES	jobs@mohawkcollege.ca *Discontinued as of March 31, 2025
VPI Inc.	ES	infohamilton@vpi-inc.com
Wesley Employment Services	ES	employment.services@wesley.ca
YMCA Employment Services	ES	yesjobs@ymca.ca
Agilec	ES	https://agilec.ca/contact/hamilton/
Amity Goodwill – ODSP Support Program	OEAS	employmentservices@goodwillonline.ca
Community Living Hamilton	OEAS	905-528-0281

Lawson Ministries (serves those with developmental disabilities and psychiatric conditions)	OEAS	hello@lawsonministries.org
March of Dimes Hamilton	OEAS	https://www.modcemploymentservices.ca/
PATH Employment	OEAS	reception@pathemployment.com
Other Employment Partners		
The Career Foundation (serves youth and people with disabilities)		905-667-0321 Empowering Abilities - EAPHamilton@careerfoundation.org Completing the Circle - jagada@careerfoundation.org
Immigrants Working Centre		https://iwchamilton.ca/services/employment-services/
NPAAMB Indigenous Youth Employment and Training		deborah@npaamb.com
YWCA Employment Services (serves women and non-binary people and people with self-disclosed disabilities)		905-522-9922

Language Upgrading

Participants who need language upgrading (ESL/LINC) should be referred to [YMCA Immigrant Services](#). YMCA offers the Canadian Language Benchmark (CLB) assessment and options for ESL/LINC classes. If participants have a current CLB assessment, they can be referred directly to ESL/LINC programs.

More Program Info

Literacy and Basic Skills (LBS) helps adults in Ontario to develop and apply communication, numeracy, interpersonal and digital skills to achieve their goals. The LBS program serves learners who have goals to successfully transition to employment, postsecondary,

apprenticeship, secondary school, and increased independence. The program includes learners who may have a range of barriers to learning.

Program Eligibility

- must be an Ontario resident
- literacy and basic skills are assessed at intake as being less than the end of Level 3 of the International Adult Literacy and Skills Survey (IALSS) or the OALCF
- at least 19 years old (some exceptions apply)
- proficient enough in speaking and listening to benefit fully from the language of LBS instruction (English or French).

Employment Service (ES) offers a range of resources, supports and service components to respond to the career and employment needs of individuals and the skilled labour needs of employers, and can help individuals on a path to higher skill training and employment. The five components of the Employment Service provide a highly flexible tool kit of services that can be customized to a client's particular needs - Client Service Planning and Coordination, Resource and Information, Job Search, Job Matching, Placement and Incentives, Job/Training Retention.

Program Eligibility

- Individuals that are unemployed and not participating in full-time training or education (For the purpose of the Employment Service, an individual who is working less than an average of 20 hours per week is considered to be "unemployed"; an individual is considered to be in full time training or education based on the definition supplied by the institution in which they are enrolled.)

Note – program offerings and program eligibility for non-EO programs may differ.