

Hamilton Referral Protocol

Literacy and Basic Skills (LBS) and Employment Service Providers

Reviewed and Accepted May 18, 2021 (Literacy Community Planning Committee)

Updated June 4, 2021 (ABEA)

Protocol Contact Sara Gill, [Adult Basic Education Association](http://www.abea.on.ca) director@abea.on.ca

See full contact list below 905-527-2222 x 1

This referral protocol outlines the referral partnership details between Hamilton Literacy and Basic Skills programs and Employment service providers. This document is to 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, as per the needs of the client and the capacity of the partner organizations. This protocol will be reviewed annually.

Referral Protocol – a formal referral form is no longer needed

A formal referral will be considered to have taken place if one or more of the following has occurred

- a. Walk-in referral
- b. Intake appointment booked
- c. Direct email or phone contact
- d. Targeted outreach presentation

Referring to LBS

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

Refer those that are

- are early school leavers – do not have their Grade 12/equivalent (out for more than 1 year)
- report difficulties with literacy/numeracy skills (or do not meet the essential skills requirements 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

Referral Options

1. **[Adult Basic Education Association \(ABEA\)](#)** – Adult Learning Network
 - a. Pathway planning – information, referral and assessment
 - b. [Refer here](#) or contact email@abea.on.ca 905-527-2222
2. **Directly to a Program** – if the client knows which 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
Collège Boréal, Academic and Career Entrance (French)	Fabrice Kapako Marzetti	fabrice.kapakomarzetti@collegeboreal.ca
Continuing Education (HWDSB) Academic Upgrading / Essential Skills Program for adults with developmental disabilities	Angela Parkin	aparkin@hwdsb.on.ca
CNIB Literacy Program for Deafblind Adults	Jocelyn Evans	jocelyn.evans@deafblindservices.ca
Hamilton Literacy Council	Laurel Horning	info@hamiltonreads.ca
Hamilton Regional Indian Centre – Native Learning Program	Sara McLaughlin	literacy@hric.ca

Mohawk College – Academic Upgrading Deaf Empowerment Program	Tiana Thomson	upgrading@mohawkcollege.ca dep@mohawkcollege.ca
St. Charles Adult & Continuing Education Centres (HWCD SB)	Sarah Silva	silvas@hwcdsb.ca

Referral to Employment Service Providers

Refer learners to ES for

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

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

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
VPI Inc.	ES	infohamilton@vpi-inc.com
Wesley Employment Services	ES	employment.services@wesley.ca
YMCA Employment Services	ES	yesjobs@ymca.ca
Agilec	OEAS	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

Non-EO Partners		
The Career Foundation (serves youth and people with disabilities)	Non-EO	905-667-0321 Empowering Abilities - EAPHamilton@careerfoundation.org Completing the Circle - jagada@careerfoundation.org
Immigrants Working Centre	Non-EO	https://iwchamilton.ca/services/employment-services/
NPAAMB Indigenous Youth Employment and Training	Non-EO	deborah@npaamb.com
YWCA Employment Services (serves women and non-binary people and people with self-disclosed disabilities)	Non-EO	905-522-9922

Language Upgrading

Participants who require 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.

