

Network News

A newsletter for the Tri-County Literacy Network serving the Municipality of Chatham-Kent, Essex and Lambton counties.

Authors and Activities Lined Up for the 3rd Annual NEED TO READ Festival on Friday, May 17th, 2002

The *NEED TO READ* Festival in Chatham-Kent was established to help raise awareness about literacy and local literacy organizations, as well as to celebrate and promote the written word. Organizing the Festival has been a collaborative effort between individuals, agencies, business and government.

The 3rd Annual *NEED TO READ* Festival is scheduled for Friday, May 17th, 2002. Prominent Canadian authors will be doing presentations in area schools and libraries during the day. This year's celebrity author line up includes: Ian Wallace, Kathy Stinson, Ruth Ohi, Rhea Tregebov, Judy Ann Sadler, Karleen Bradford, Jo Ellen Bogart, Rosine Mailloux and Philippe Poree Kurrer. Other than the library presentations, this portion of the Festival is not open to the general public.

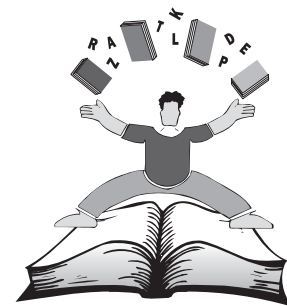
The public portion of the Festival is taking place on Friday evening, from 6 to 10 pm, at the WISH Centre, 177 King St. East in Chatham. The event will feature a theatre performance by Take A Bow Productions, new and used book sales, exhibits, author book signings, prize draws and refreshments, as well as fun and educational children's activities. There will be a musical presentation by local French musical group AWI and presentations by three authors. Presenters include award-winning Canadian novelist Joan Barfoot, motivational speaker and author Dan Haley, and local historian and author Gwen Robinson.

Admission is **FREE** of charge to the public, thanks to our many generous sponsors and contributors. We are fortunate to have the support of The Ontario Trillium Foundation, Canada Council for the Arts, The Writers' Union of Canada, Chatham-Kent Community Foundation, and Canada Post. Other sponsors include the Comfort Inn, The Chatham Daily News, Cogeco Cable, The Ministry of Training Colleges and Universities, La Girouette, Chatham Cultural Centre, The WISH Centre, CKSY and CFCO Radio Stations, local School Boards, La Regionale De L'Union Culturelle Des Franco-Ontariennes, ACFO Regionale Windsor-Essex-Kent, The Learning Disabilities Association of Chatham-Kent, Imagination ink., Chatham-Kent Integrated Children's Services and Early Years, The Chatham-Kent Council on Adult Basic Education, and the Chatham-Kent Public Library.

For more information about the Festival, or to volunteer, please contact the Tri-County Literacy Network at (519) 355-1771. Hope to see you there!

Su Morin
Need To Read Festival Coordinator

3rd Annual NEED TO READ FESTIVAL



Chatham, Ontario

Celebrating the Written Word!

Friday, May 17th

6 to 10 PM

At the WISH Centre,
177 King St. E., Chatham
Admission is **FREE!**
Activities for all ages!

ACTIVITIES INCLUDE

Performance by Take a Bow
Productions Theatre Co.

Book Sales (New and Used)

Fun and Educational
Children's Activities

Exhibits

Free Draws and Prizes

Author Book Signings

Musical Performance by AWI

AUTHOR PRESENTATIONS

Motivational Speaker, **Dan Haley**

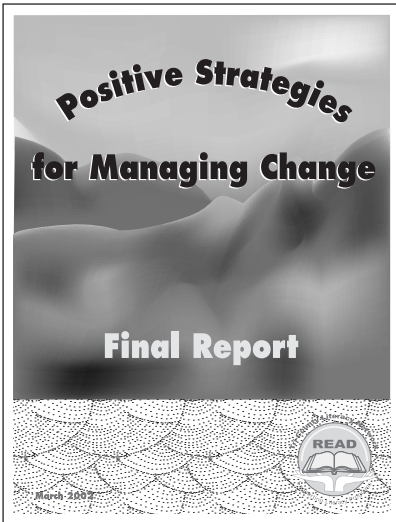
Award-winning Novelist, **Joan Barfoot**

Local Author and Historian, **Gwen Robinson**

For more information contact:
Tri-County Literacy Network

① **355-1771**

Message from the Executive Director



I am pleased to inform everyone that the Final Report for the Positive Strategies for Managing Change is HOT OFF THE PRESS. All LBS programs in the tri-county area have hopefully received a copy by now. Extra copies are available in the Tri-County Literacy Network office. For

more details please see the Regional Update.

Upcoming events of general interest include the Need to Read Festival on Friday May 17, 2002 at the WISH Centre in Chatham. I would like to thank staff, board members, committee members, sponsors, media and the general community for all your support in the planning, organizing and promotion of this event! We hope to see you there!! Also, our Annual General Meeting is presently slated for Wednesday June 26 from noon to 2 p.m. in Chatham. More details to follow.

I would like to take this opportunity to thank everyone

who participated in the Tri-County Literacy Network evaluation survey. Feedback was predominantly 4 s and 5s out of 5 on all core functions of the Network. The Network is working on addressing new suggestions from the survey such as for workplace strategy, demonstrations and assessments workshops by planning workshops for practitioners in the spring and fall on these topics as well as ongoing identified needs such as for continuing and expanded outreach through the Evaluating Outreach project. If you have any questions, concerns, ideas to share with us on how we can improve the work of the Network and respond to the needs of your programs, we would be glad to hear from you. We would also encourage you to submit information on best practices, demonstrations, assessments, learning activities, learner writings and workplace materials for the newsletter as this was suggested as a way we could improve the quality of our newsletter.

Recently I was reflecting on all the hard work and dedication of numerous individuals and organizations in the promotion of literacy in the tri-county area. To all who value and pursue the promotion of literacy in our community, I would like to express my sincere gratitude. We live in a better world as a result of your caring and committed efforts!

Andrea Dickinson
Executive Director
Tri-County Literacy Network

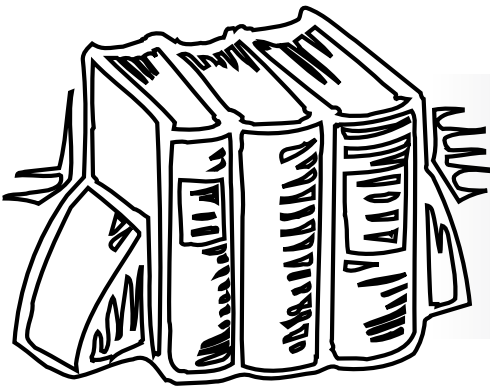
Stakeholders Meetings

Sarnia Lambton held their stakeholders meeting on April 17 in Forest as part of the Rural Resource Network meeting. There were 32 Sarnia Lambton service providers in attendance. We were provided with excellent feedback and numerous suggestions for outreach.

In Chatham-Kent, the Tri-County Literacy Network participated in a daylong workshop on April 18 on the topic of "Chatham-Kent in the 21st Century: Linking Learning to Our Economic Growth and Viability" and I attended an evening event on the same topic. Over the course of the day and evening there were about

250 community leaders present. The Tri-County Literacy Network was highlighted in the packages that were distributed to all participants which was a great opportunity to inform the community of our collective work. The speaker was Bill Draves, the President of The Learning Resources Network (LERN) (see <http://www.lern.org> for more information on his organization).

The official Chatham Kent stakeholders meeting is slated for June 21 as part of the Service Coordination Group meeting, and Windsor-Essex is looking to hold their meeting in the fall.



New Resources

Available through the Network Office

Workplace Education Program Implementation Models:

The Roles of Companies and Literacy Networks in Workplace Education

Report 1: Literacy Network Broker: Bringing Essential Skills to the Workplace - A Manual for Brokering the Implementation of Essential Skills Programs

Report 2: Dofasco: "Learning to Grow" A Workplace Essential Skills Program Model Study
A project of the Adult Basic Education Association of Hamilton
by Paul Leegsma, Dale Ilijow, Paula Kent-Kuchmey
2002

Workplace Education

What it takes.....

A Handbook for Northern LBS Agencies
Prepared by Dee Goforth & Moira Morrison
May 2001

Building Our Capacity:

A Workplace Literacy Coordination Model
Project READ Literacy Network Waterloo-Wellington
Prepared by Laura Marges, Jane Tuer
September 2001

READ

A Basic Skills Referral Kit
A project of the Adult Basic Education Association of Hamilton
2002

Strategies for Successful Learning A Resource Guide

Developing Tips and Tricks for Working with Adults with Learning Disabilities
Peel-Halton-Dufferin
Adult Learning Network
2002
This resource was developed for use by literacy practitioners to develop strategies for working with people with Learning Disabilities or other kinds of learning challenges.

Together We Can Do It! The Role of Volunteers in the Assessment Process

A publication from Community Literacy Ontario
Researched and written by Vicki Trottier
Learning assessment may be the cornerstone to a quality literacy program. Effective assessment practices will determine how well literacy programs are helping people to improve their skills.
December 2001

Ontario Literacy Coalition

The Annual General Meeting of the OLC is scheduled for Friday June 14, 2002 in London.

For further details, the OLC can be contacted by phone at (416) 963-5787 or by email at olc@on.literacy.ca.



Regional and Provincial Updates

Project Update “Positive Strategies for Managing Change” Project

The Final Report of the Positive Strategies for Managing Change was completed and distributed in April 2002. Extra copies are available in the Tri-County Literacy Network office.

The Positive Strategies for Managing Change project was first conceived in 1999, following a survey of all programs within the Tri-County Literacy Network region. The purpose of the survey was to have administrators, practitioners and tutors identify “their priorities for field development.”

The overall goal of the project was to “help practitioners to adapt to organizational and policy change while promoting a positive work environment and ultimately more effective literacy services.” Stemming from this goal, the following six key objectives were developed:

1. To effectively gather and distribute information to all project participants on best practices that will assist practitioners in implementing program reform.
2. To provide training that will enhance the practitioner’s ability to adapt to change in the workplace in general and specifically LBS within the context of program reform.
3. To assist practitioners to develop an action plan and move forward with required changes in a manner that is focused and positive.
4. To provide an opportunity for participants to meet other practitioners who have found ways to implement required changes in an effective manner and to learn from each other.
5. To ensure that the content of all training and resources takes a positive approach.

6. To develop a model that can be utilized by other regional networks.

The report has been organized according to the following five sections:

1. **Methodology** –
– including the research and project design
2. **Results and Discussion** –
including the results of the pre-workshop survey, best practices research, literature review, workshop evaluations and workshop follow-up survey
3. **Conclusions and Recommendations** –
including recommendations for the Tri-County Literacy Network and other networks wanting to replicate this project
4. **Consultant’s Postscript: Observations and Reflections** –
including an employee-centric model for managing change
5. **Appendices** –
including research and evaluation instruments and the workshop resource materials

To help the Tri-County Literacy Network plan and prepare for similar workshops in the future, the final report recommends the following:

1. Research further and develop best practices and resources for members that address the impact of LBS reform on practitioners and administrators. It is clear from the research that there are few resources available at the time of writing this report. However, the results from the original project survey and the discussions during the workshop suggest that a significant number of TCLN members are experiencing difficulty adapting to the LBS reforms and will benefit from resources that specifically address the challenges



Regional and Provincial Updates

continued

- associated with demonstrations and conflicting demands.
2. Review the additional workshop topics identified by participants in the Positive Strategies for Managing Change workshop and address them in future workshops.
3. Facilitate a group interview with members who did not attend the workshop and try to identify the barriers to their participation.
4. Depending on the outcomes of the group interview, consider incorporating elements of change management and stress management into other workshops that participants perceive to be of greater relevance to their jobs.
5. Further to this last recommendation, advertise it in a way that is consistent with what members have identified as their key areas of stress. For example, instead of labeling the workshop *Positive Strategies for Managing Change*, entitle it *Positive Strategies for Managing Demonstrations and Conflicting Demands*.
6. Review and further develop (if necessary) the communication strategy that will help TCLN members understand the rationale and expected outcomes for LBS reform and build into that strategy a system of regular, two-way consultation.
7. Identify the organizations and individuals that are experiencing the most difficulty with change and solicit the assistance of an external change agent and/or respected opinion leader that could work directly with those organizations.
8. For similar projects, use telephone interviews after the workshop (or similar intervention) to measure the transference of learning.
9. Share the results of the project with TCLN members in a newsletter or bulletin format.

10. Share the results of this project with the literacy field through AlphaCom.

Four major results were derived from this project. First, through the survey of TCLN practitioners and administrators, we identified what were some of the key workplace stressors associated with literacy reform. The two most often cited stressors were demonstrations and conflicting demands associated with reform changes.

Second, we developed a one-day workshop on organizational change and stress management that was attended by 14 practitioners and administrators. Virtually all participants reported that the workshop was either very useful or useful.

Third, based on the research findings and the workshop evaluations, we developed the following seven recommendations for other networks wanting to replicate this project:

Finally, using the research findings as a base, we were able to develop an employee-centric model for managing change.

As of January, 2002, NLS has approved the requested use of the remaining funds in the "Building Bridges for Adults with a Developmental Disability" project. Bev Clarke will be facilitating a Laubach training workshop for D.S.W. students at St. Clair College in Chatham on May 3 and 4, 2002. Interest is obvious by the fact that Norma Smith, D.S.W. instructor, has registered 35 students and started a waiting list for this. This funding was also approved for Learning Disabilities and Employment training in the fall for practitioners. A final report is required in December 2002.



Regional and Provincial Updates

continued

“Evaluating Outreach Strategies and Events” Project

Robb MacDonald has been hired as the consultant for the “Evaluating Outreach Strategies and Events” project. He commenced on March 1 with his attendance at the Chatham-Kent and Sarnia-Lambton Local Planning and Coordination Committee meeting. This was followed by a meeting on March 27 with the Windsor-Essex Local Planning and Coordination Committee. Past outreach strategies and their effectiveness were discussed at both meetings. The first meeting of the Reference Committee, composed of Dave Gotts of Lambton College, Vicky Ducharme of the Sarnia Lambton Training Board, Sidney Sellick of the South Essex Community Centre and Greater Essex County District School Board, Carol Cazabon of the Chatham-Kent Job Connect and Andrea Dickinson of the Tri-County Literacy Network, and the Project Coordinator was held on March 25, 2002. Goals of the project include to:

1. Gather information from other Networks, OLC’s (Ontario Literacy Coalition) Public Awareness Campaign and ABC Canada’s LEARN Campaign to avoid duplication and enhance the quality of our outreach strategies.
2. Gather information on past and current outreach strategies and plans in the tri-county area.
3. Develop a tool to track current outreach activities and monitor new strategies or initiatives to be implemented including the referrals resulting from these.
4. Gather input from the tri-county LBS administrators and practitioners in order to develop new outreach strategies.
5. Gather input from learners on new outreach strategies.
6. Create new promotional tools based on the input gathered e.g. role play, poster.
7. Plan and implement a distribution campaign for new promotional tools throughout the tri-county region.
8. Document the effectiveness of targeted regional outreach strategies used during this project.
9. Prepare and distribute a final report for all the Networks in the province.
10. Develop a model that can be utilized by other regional Networks.

Presently Robb is in the process of preparing and implementing phone interviews with all regional Literacy and Basic Skills programs to discuss current and new outreach strategies.

“Making Literacy a Priority...”

We submitted our preliminary proposal, “Making Literacy a Priority in Communities – Phase I”, on November 2, 2001 as required. A call for full proposals to selected candidates was expected the week of January 14, 2002. The call for full proposals occurred on February 8, 2002 with a March 8, 2002 deadline. Our preliminary proposal was not selected for a call for a full proposal.



Regional and Provincial Updates

continued

Ontario Works Mandatory Literacy Testing and Training Initiative/Practitioner Training

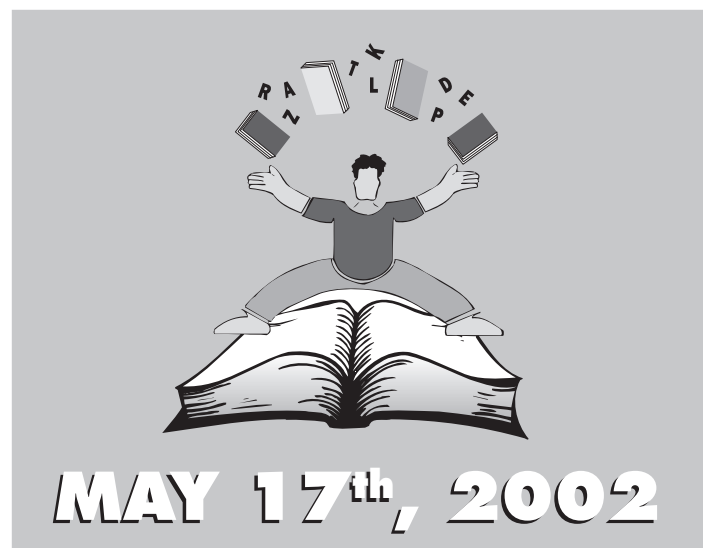
Chatham-Kent OW mandatory literacy testing commenced on Monday March 4, 2002. A meeting of Chatham-Kent LBS service providers, the local credit program, TCLN, Chatham-Kent OW and Ministry consultants occurred on Friday March 8 at Chatham-Kent OW office to discuss the referral process. The Lambton Kent District School Board LBS program commenced weekly orientation sessions, similar to the program developed in Windsor, on Friday March 22 at 9:30 a.m. to 11:30 a.m. for 3 weeks at the HRDC Board Room in the Federal Building in Chatham rotating with 1 week at the Municipal Service Centre in Wallaceburg. Staff training about these sessions was also provided for OW by LKDSB.

Sarnia-Lambton OW mandatory literacy testing commenced on Monday March 18, 2002. A meeting of Sarnia-Lambton OW, Organization for Literacy in Lambton and TCLN was held at Sarnia-Lambton OW on March 6, 2002 at the Sarnia-Lambton OW office. Group orientation sessions, similar to Windsor's, facilitated by OLL, commenced on Wednesday April 10 from 1 p.m. to 3 p.m. at the Sarnia-Lambton OW office. One to one sessions are provided outside the city of Sarnia if transportation is a barrier. Staff training about these sessions was also provided for OW by OLL on April 3, 2002.

With the assistance of the LBS referral agent at OW and an OW representative, the referral process for the OW initiative was discussed and reviewed at the Windsor-Essex Local Planning

and Coordination meeting on February 14, 2002. As a result of this meeting it was determined that the pilot project, of daily two hour afternoon Designing Your Future workshops held at the OW office in Windsor and facilitated by a St. Clair College LBS practitioner/technician, would continue beyond the 3 month trial period. A similar update was provided at the April 24 Windsor-Essex Local Planning and Coordination meeting.

A subcommittee was also established to discuss a joint OW-LBS training day in the spring. This committee met at the Windsor-Essex OW office on February 27 and at the Windsor Public Library on April 12 to discuss the format and content for the day. The Windsor-Essex Ontario Works-Literacy and Basic Skills training day is slated for May 22 at Chez Talbot, St. Clair College in Windsor from 9 a.m. to 4 p.m. We are anticipating about 70 OW staff in the morning and another 70 OW staff in the afternoon and 20 LBS staff. Topics include: an update on the OW mandatory literacy testing initiative, promoting literacy referrals to LBS programs, and discussion groups on assisting clients to overcome literacy barriers.



Network News

Published three times
a year by the
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Articles for the Network News are always welcome. We thank all those who have provided excellent work. We are unable to print all that we receive due to the space limitations. The Network also reserves the right to edit articles for length and content.

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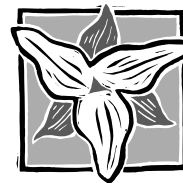
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Workplace Strategy/Practitioner Training

The focus of the practitioner training for Chatham-Kent and Sarnia-Lambton, on May 24 from 9 a.m. to 2 p.m. at Christ Church in Corunna, is on workplace content. Karen Geraci, author of Workwrite workplace materials (for more information on these resources visit online at www.ptp.ca), will present on workplace demonstrations, Carol Cazabon Of Chatham-Kent Job Connect will present on the Ontario Skills Passport and Mike Nolan of UBE will present on literacy testing used by industry in the hiring process. Windsor plans to have a similar focus for the fall practitioner training.

The Sarnia Lambton Training Board will be implementing an employer hiring and training needs survey. This will be followed up by information for employers on the essential skills checklist that can assist them in assessing potential employees. We hope to promote our learners and programs to employers through this process.

Information is being supplied to MiS Communications for the publication of the Hire Value kits in June. Distribution ideas for the Hire Value kits were discussed at the Local Planning and Coordination meetings.



THE ONTARIO TRILLIUM FOUNDATION
LA FONDATION TRILLIUM DE L'ONTARIO

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