

**The 2011/2012 Literacy Services Plan for Chatham-Kent and
Sarnia-Lambton has been compiled by:**



Mission Statement:

The Tri-County Literacy Network is a non-profit organization that promotes literacy as an important part of life-long learning. We provide support to adult literacy programs and develop community partnerships with other promoters of learning in Chatham-Kent, Sarnia-Lambton and Windsor-Essex.

Vision Statement:

We envision a community in which literacy and life-long learning are highly valued.

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Tri-County Literacy Network.

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Mid-Year Update for Tri-County Literacy Network

November 4, 2010

We are currently updating our Literacy Service Plans for mid-year of 2010-2011 and preparing our Literacy Service Plans for 2011-2012 for Chatham-Kent, Sarnia-Lambton and Windsor-Essex. In this process we have been discussing how the additional funds have been and will be used until the end of March 2011, year-end and mid-year IMS information, mid-year capacity and wait lists as well as the impact on services and programs if the additional funds are not continued.

Highlights of this discussion and information gathering:

- as a result of the additional funding for 2009-2010 and 2010-2011, programs have been able to respond to community needs by serving an increased number of learners, providing additional classes, increasing hours of available programming and providing new programming
- 126% of targeted contact hours and 161% of the targeted number of learners on average for programs at year end for 2009-2010
- 3,579 learners were served, a 50% increase in the past 4 years, with 340,218 contact hours in the tri-county region at year end for 2009-2010
- 935 additional learners or a 26% increase in learners served and an additional 114,520 contact hours or a 34% increase from 2008-2009 to 2009-2010
- 80% of learners on average were employed or involved in further education and training, including successful transition to post secondary education, on exit in the tri-county region for 2009-2010
- learners in the programs include laid off workers, individuals on Ontario Works, employed individuals, Second Career participants, apprentices, young people living at home as well as individuals on ODSP and WSIB
- 50% of the target for contact hours and 94% of the target for the number of learners on average at mid-year for 2010-2011 which is similar to 2009-2010 mid-year results suggesting that programs will exceed their contact hours and number of learners again for 2010-2011

Mid-Year Update for Tri-County Literacy Network

November 4, 2010

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- all 14 adult literacy programs in the tri-county region indicated that they are at capacity at mid-year for 2010-2011 and many have wait lists or are redirecting learners to programming at different times of day or locations to deal with wait lists
- programs foresee cuts in programming, staffing and hours plus increased wait lists and capacity issues if the additional funding is not continued
- programs foresee challenges in implementing the OALC and the new IMS system without the continuance of additional funding

We foresee a great opportunity to support the future prosperity of our community and the individuals who make up the community with the continuance of the additional funding to Literacy and Basic Skills programs and networks.

2009/2010 Highlights and Results

The Chatham-Kent and Sarnia-Lambton Literacy and Basic Skills (LBS) Local Planning and Coordination committee discussed and analyzed the results of the Information Management System's (IMS) information on the programs in Chatham-Kent and Sarnia-Lambton from the past six fiscal years to identify any trends and areas of interest or concern.

Chatham-Kent and Sarnia-Lambton are very distinct communities but due to the fact that two programs (the two school boards) are both single sites that cover both geographic areas, it was necessary for us to combine the IMS statistics for both areas. This does not show some of the differences that exist between these areas and is one limitation that we identified in using the IMS statistics for this purpose. Nevertheless, it did provide the opportunity to discuss the results as a group.

There has been a dramatic increase in the number of learners served over the past six years. It was fairly constant in the first two years with 1,093 in 2004-2005 and 995 in 2005-2006 but increased to 1,245 in 2006-2007 then 1,275 in 2007-2008 then 1,360 in 2008-2009 and, with additional funding, to 1,644 in 2009-2010. There was a 17% increase in the number of learners from 2008-2009 to 2009-2010 or 284 additional learners. Contact hours increased by 19% with 96,071 contact hours in 2008-2009 and 117,912 contact hours in 2009-2010 or 21,841 additional contact hours.

We reviewed each chart related to gender, age group, LBS levels, learner goal and income source. Please refer to charts attached for visual information on these topics.

As far as **gender of learners**, we identified that Chatham-Kent and Sarnia-Lambton literacy programs are successful in marketing to both men and women. The ratio of males to females in adult literacy programs is almost equal. The small gap closed even more over the last three fiscal years such that in 2009-2010, 49% of the learners were male and 51% of the learners were female.

When we looked at the **age of learners**, we found that the percentages and ratios were also very consistent over the three years from 2004 to 2007. In 2006-2007, the majority of learners (45%) were in the 25 to 44 years old age bracket. These adults can expect to spend about 20 to 30 more years in the labour market. In 2006-2007, 24% of adult learners in the programs were 19 to 24 years of age and 23% were 45 to 64 years of age. This remained consistent in 2007-2008 and 2008-2009. We saw a shift towards an increase in older learners in 2009-2010 as programs responded to the needs of older laid-off workers. In 2009-2010, the majority of learners (40%) were in the 25 to 44 years old age bracket but 33% of adult learners in the programs were 45 to 64 years of age and 23% were 19 to 24 years of age.

In terms of the **level of learners**, Chatham-Kent and Sarnia-Lambton literacy programs work collaboratively to offer literacy instruction across the learning continuum (Level 1 to Academic and Career Entrance (ACE)). In 2004-2007 we did see a significant change in the level of learners with a decrease of level one and two learners (14% decrease over 3 years) and an increase in ACE learners (15% increase over 3 years) in the adult literacy programs in Sarnia-Lambton and Chatham-Kent. This was a result of new funding for ACE with the

2009/2010 Highlights and Results

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provincial government focus on higher level learners. The ACE numbers continued to be high in 2007-2010 and peaked in 2007-2008 when the highest proportion of learners (28%) were at the ACE level and continued in 2008-2009 at 24%. However, there was a shift in 2009-2010 with the highest proportion of learners (24%) at level one and the ACE proportion at 21%.

We also looked at **learner goals**. There were 52% who identified training and education as their goal. These learners want to improve their literacy and numeracy skills to move on to other forms of education and training such as high school, GED, post secondary and apprenticeship. In 2009-2010, 38% identified employment as their goal. These learners want to improve their literacy and numeracy skills to get a job, keep a job or get a better job. There were 10% who identified independence as their goal. These learners want to improve their literacy and numeracy skills to have improved quality of life. Overall, 90% of the Chatham-Kent and Sarnia-Lambton adult literacy program learners use LBS services as a stepping stone to new or better employment and further education and training. This increased from 79% in 2006-2007.

LBS programs in Chatham-Kent and Sarnia-Lambton are available to serve all adults, regardless of **income source**. Programs in Chatham-Kent and Sarnia-Lambton are successful in attracting learners from a variety of income sources. In 2009-2010, Ontario Works clients continue to be the largest group of LBS learners (25%) with the second largest category being EI recipients (21%) and then learners who indicated "other" as the source of income (18%) and employed individuals (18%). Over the past six years there has been a significant shift from fewer Ontario Works (OW) clients (a decrease of 24% over 6 years) to increased unemployed learners, employed learners and "other" learners. In Chatham-Kent, from 2004 to 2007, the majority of learners at Adult Language and Learning were OW clients and the percentage of clients had actually increased over these years (from 56% of learners in 2004-2005 to 64% in 2006-2007). This did change in 2008-2009 with 33% of learners from OW and in 2009-2010 with 45% of the learners from OW. Sarnia-Lambton programs indicated that they have seen a decrease in OW clients. Programs identified that plant closures and layoffs have contributed to higher numbers in Chatham-Kent and that a decrease and change in the Sarnia-Lambton OW caseload (fewer on the caseload may be ready for employment) may contribute to the reduced numbers in Sarnia-Lambton. Note: Absolute numbers for Ontario Works are 531 in 2004-05, 401 in 2005-06, 374 in 2006-07, 346 in 2007-08, 366 in 2008-09 and 408 in 2009-10.

Adults access all levels of **training delivery** in Chatham-Kent and Sarnia-Lambton. In 2009-2010, the greatest percentage of total contact hours is for the highest level of literacy instruction (ACE) at 30%. The second highest percentage is for LBS level 1, the lowest level of literacy instruction, at 23 %.

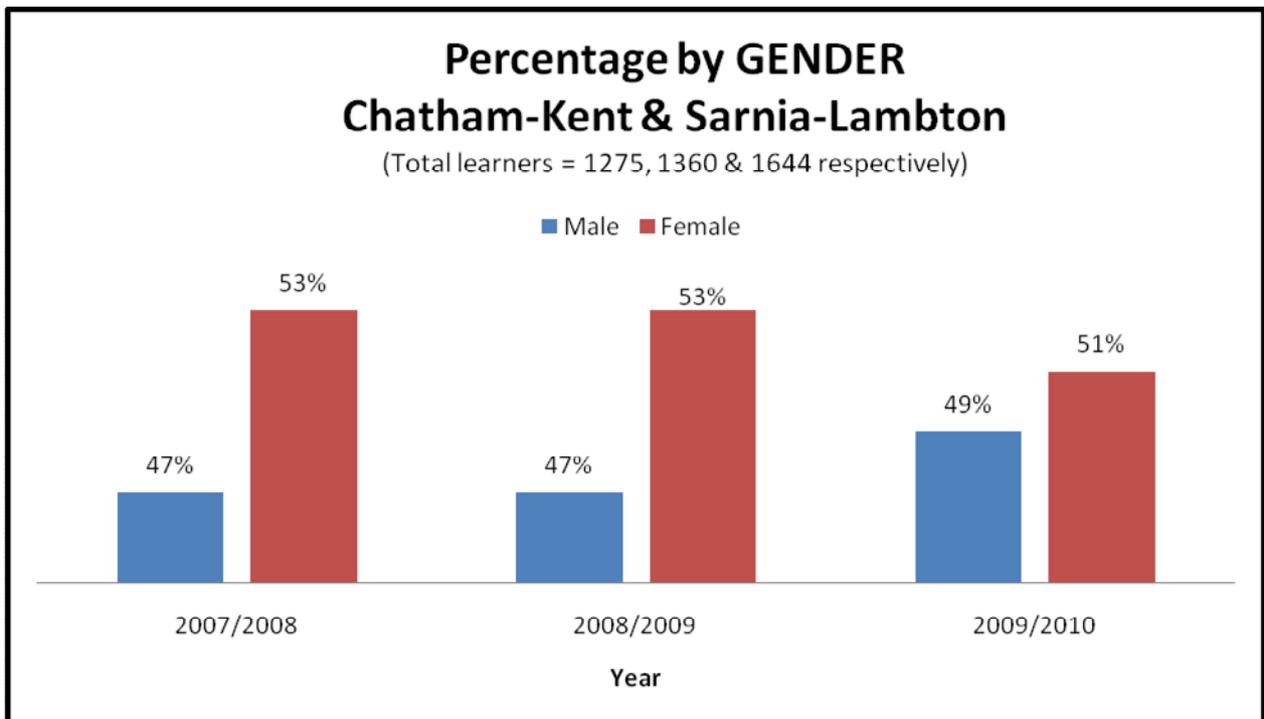
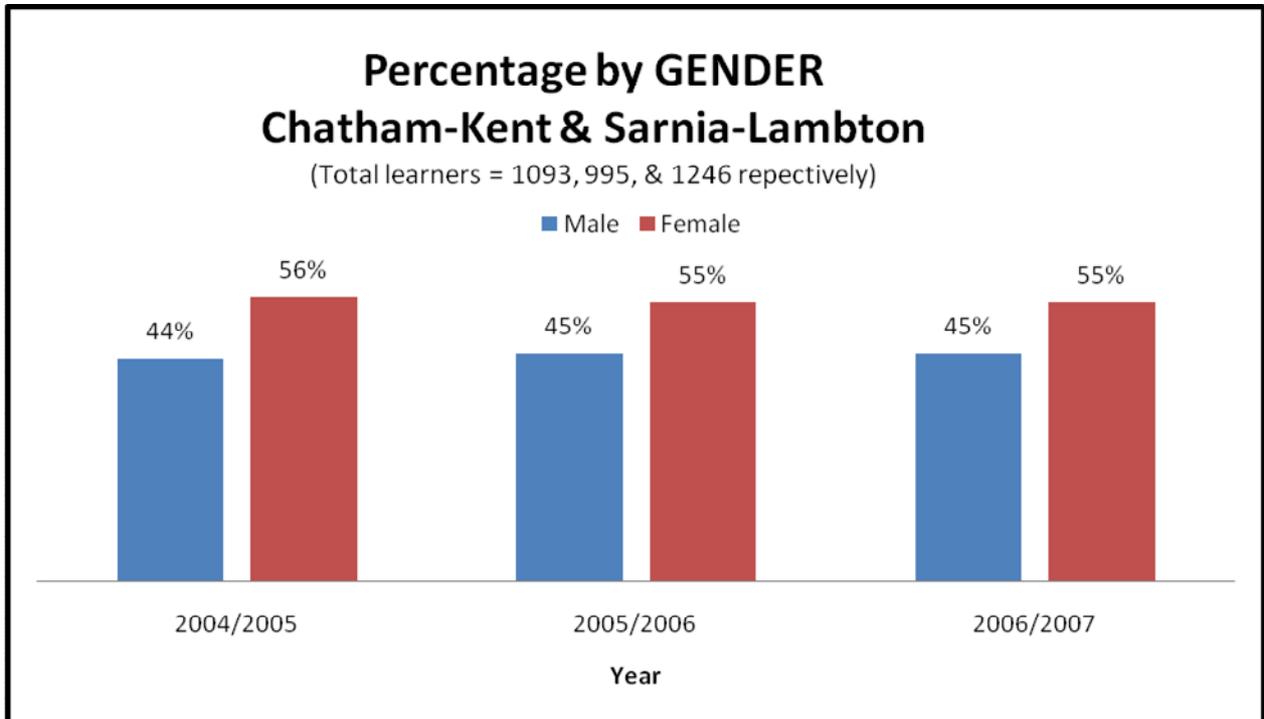
In 2009-2010, the majority of learners' **status at exit** is employed at 36%. Over the years literacy programs have demonstrated and improved their ability to teach adult literacy

2009/2010 Highlights and Results

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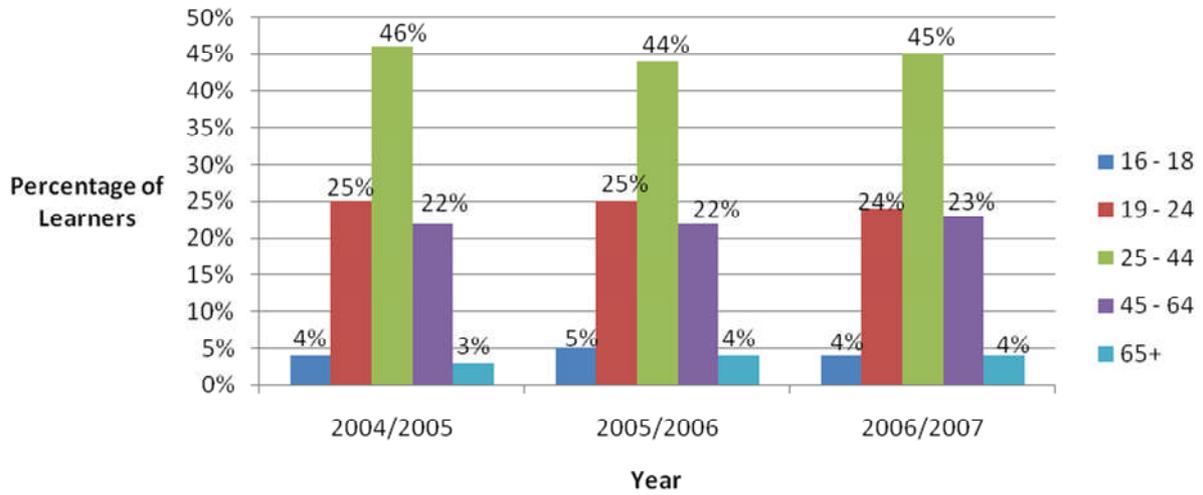
and numeracy skills for the workplace. The second highest percentage is further training and education at 32%. There was also 3% attending other LBS training. At exit, 71% of learners were employed or involved in further education and training. Literacy programs are also working well in terms of their ability to track clients with lost contacts at 3%.

Six Year Overview of IMS Stats
Chatham-Kent & Sarnia Lambton



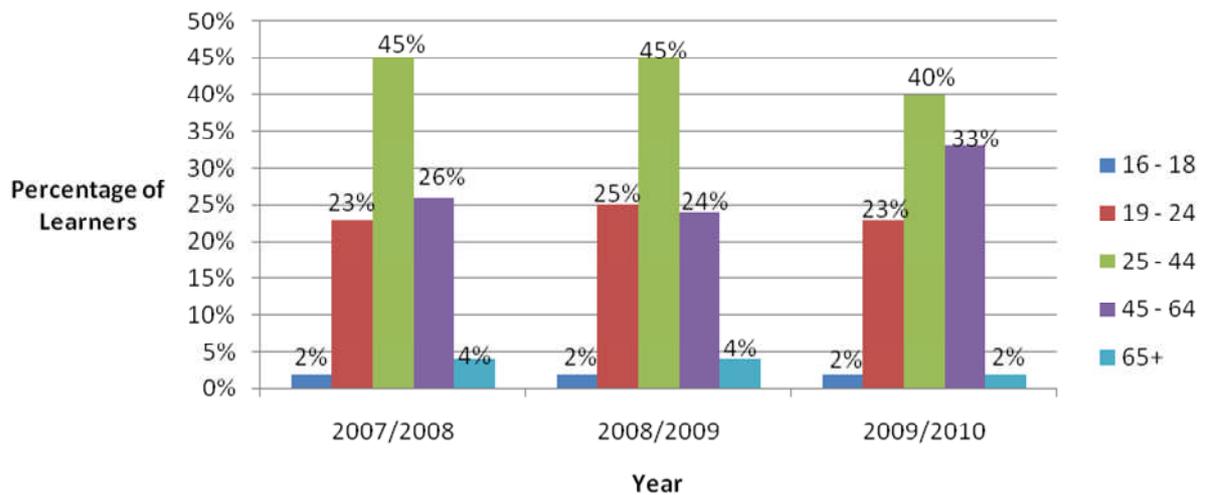
Percentage by AGE GROUP Chatham-Kent & Sarnia-Lambton

(Total learners = 1093, 995 & 1246 respectively)



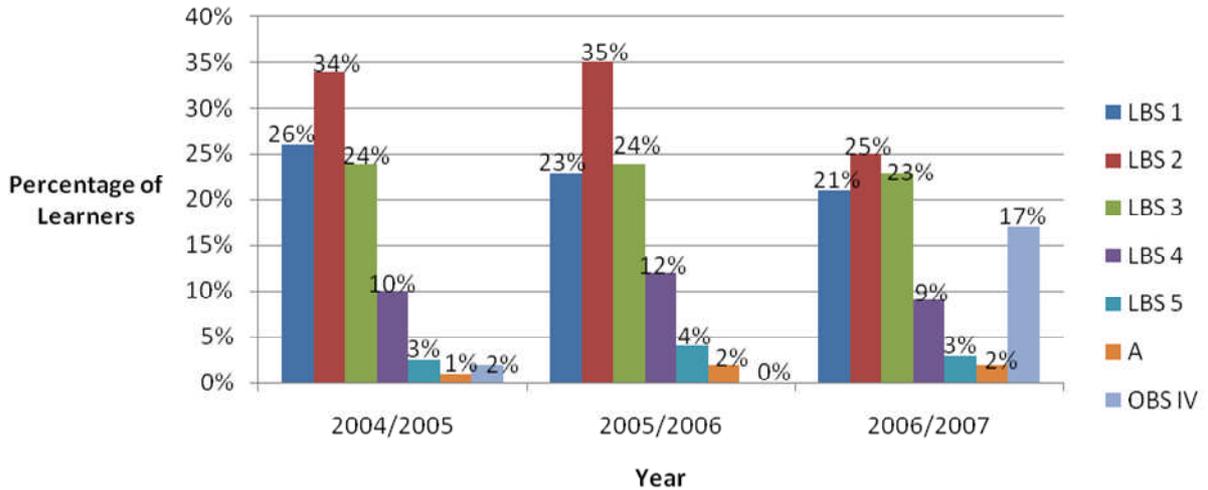
Percentage by AGE GROUP Chatham-Kent & Sarnia-Lambton

(Total learners = 1275, 1360 & 1644 respectively)



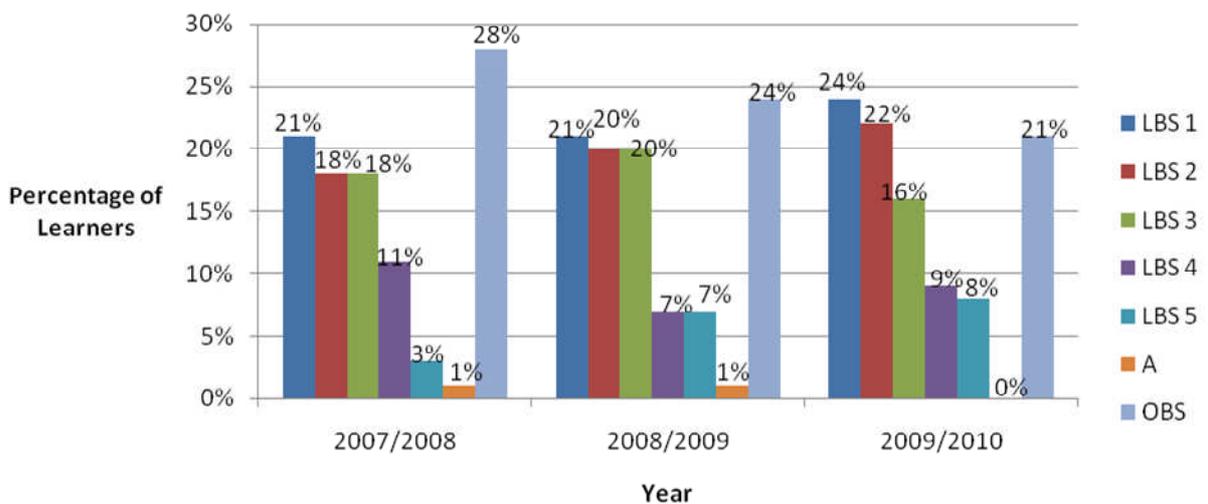
Percentage by LBS LEVEL Chatham-Kent & Sarnia-Lambton

(Total learners = 1093, 995 & 1246 respectively)



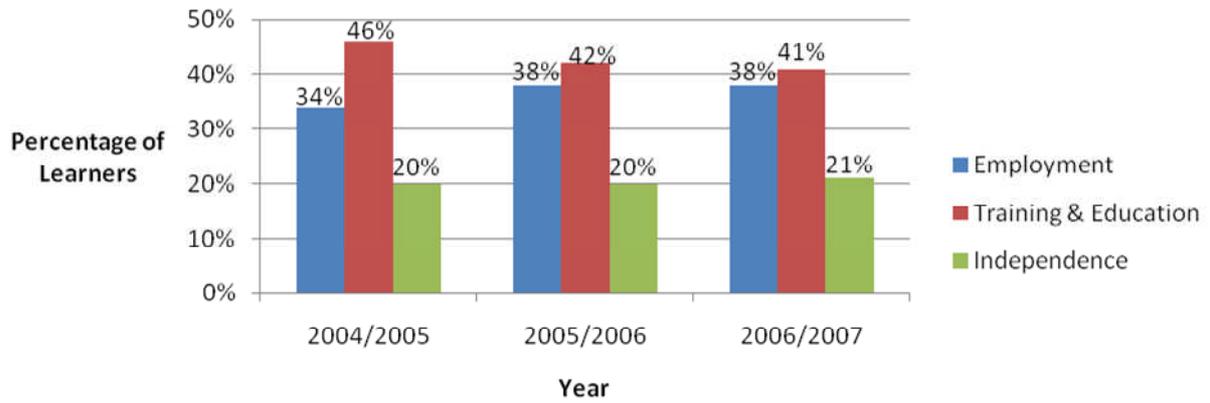
Percentage by LBS LEVEL Chatham-Kent & Sarnia-Lambton

(Total learners = 1275, 1360 & 1644 respectively)



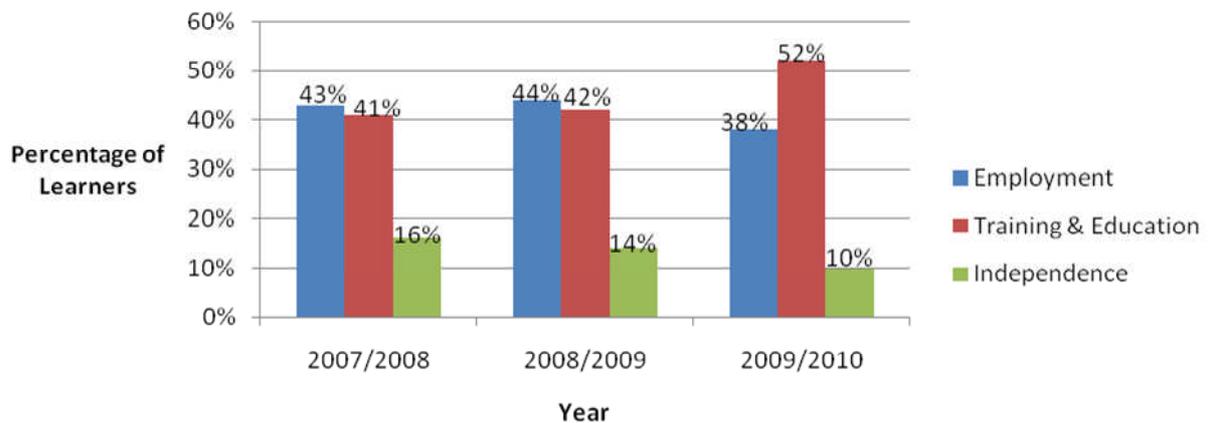
Percentage by LEARNER GOAL Chatham-Kent & Sarnia-Lambton

(Total learners of those learner goals identified)
1016, 917 & 921 respectively



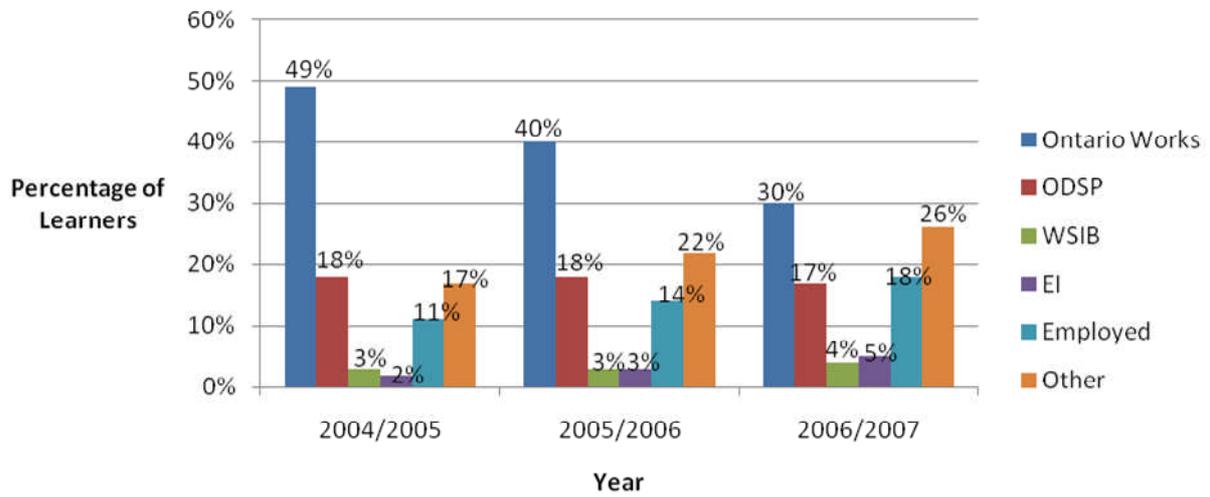
Percentage by LEARNER GOAL Chatham-Kent & Sarnia-Lambton

(Total learners of those learner goals identified)
1212, 1302 & 1585 respectively



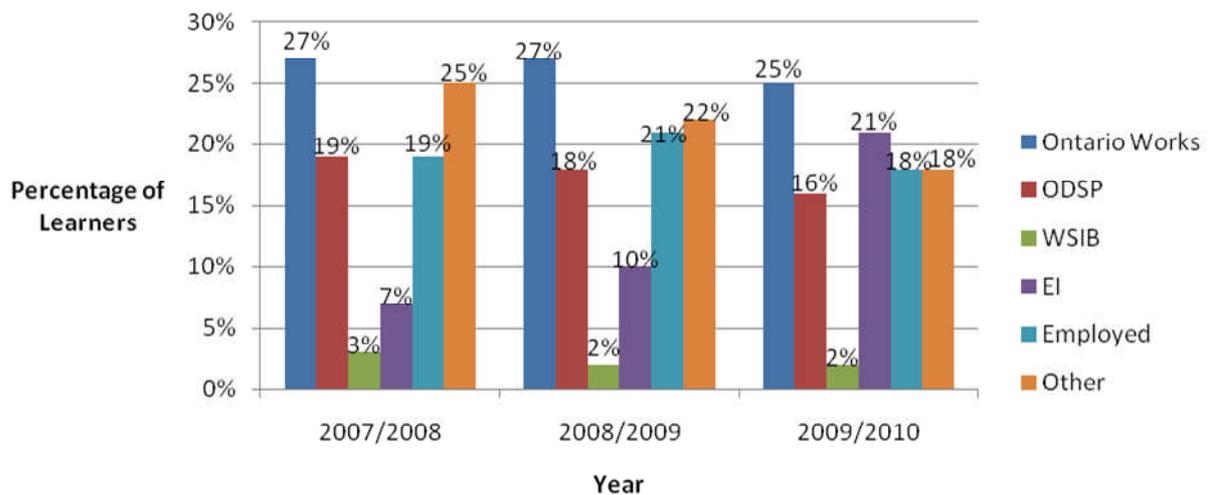
Percentage by SOURCE OF INCOME Chatham-Kent & Sarnia Lambton

(Total learners = 1093, 995 & 1246 respectively)



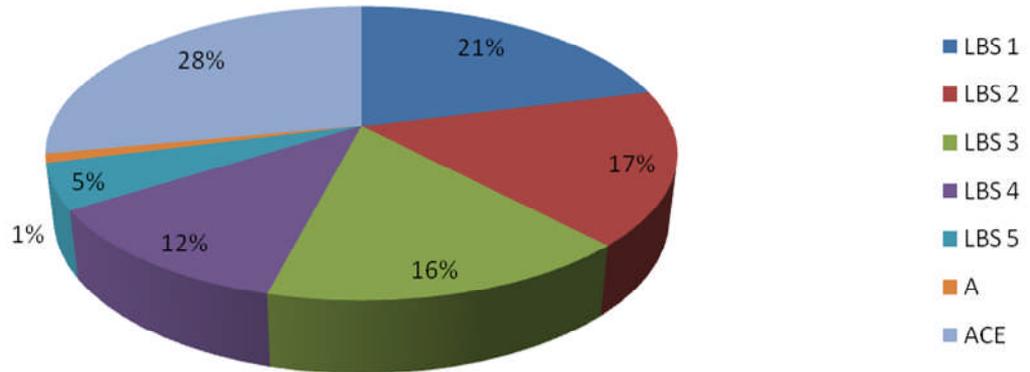
Percentage by SOURCE OF INCOME Chatham-Kent & Sarnia Lambton

(Total learners = 1275, 1360 & 1644 respectively)



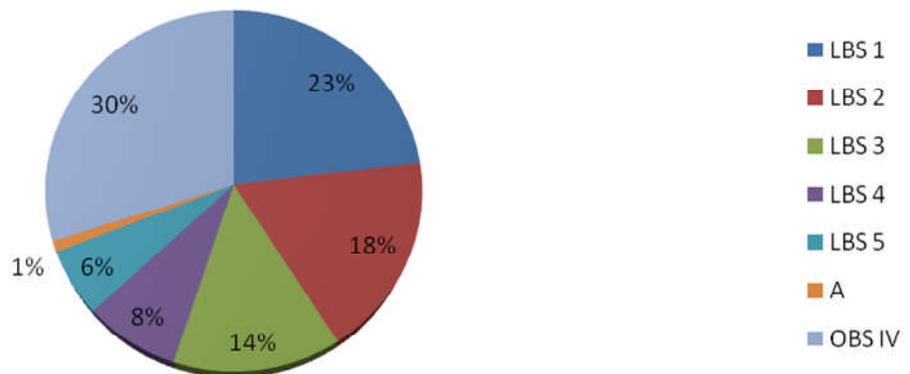
Training Delivery Chatham-Kent & Sarnia-Lambton Year 2006/2007

(Percentage of total contact hours by LBS level)

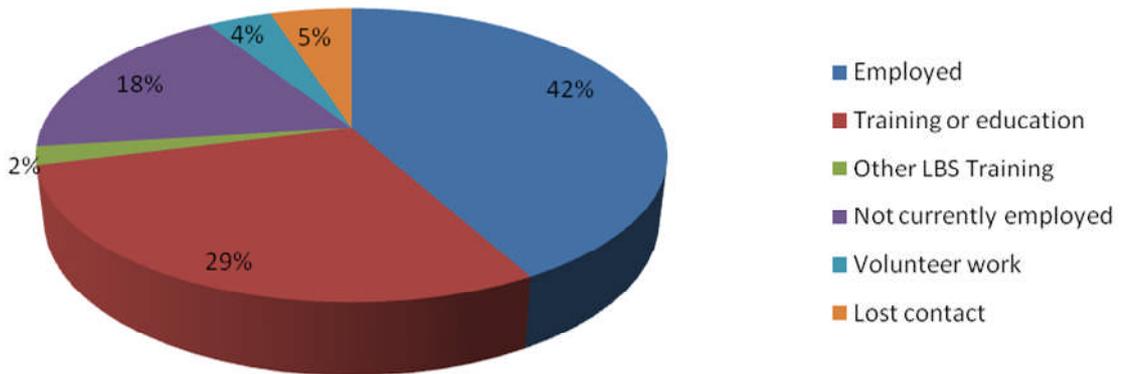


Training Delivery Chatham-Kent & Sarnia-Lambton Year 2009/2010

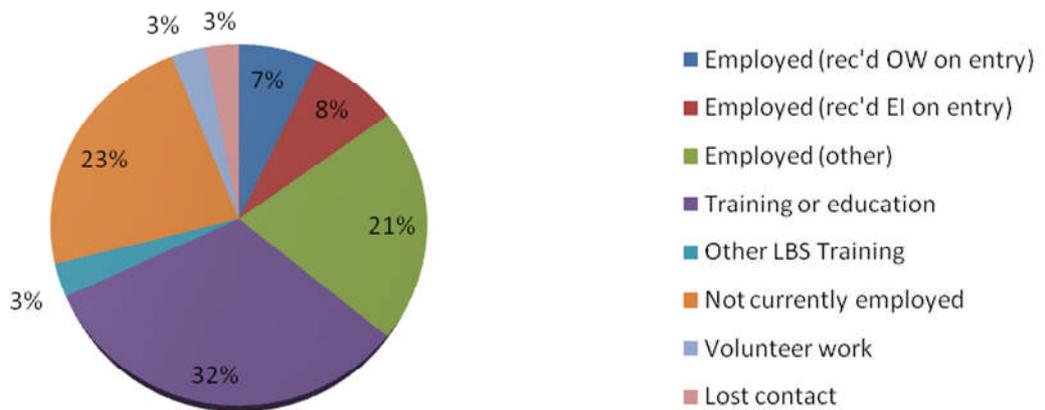
(Percentage of total contact hours by LBS level)



STATUS AT EXIT
Chatham-Kent & Sarnia-Lambton
Year 2006/2007
 (Total learners = 391)



STATUS AT EXIT
Chatham-Kent & Sarnia-Lambton
Year 2009/2010
 (Total learners = 823)



Literacy Service Plan 2011-2012

Chatham-Kent Priorities

At the Chatham-Kent & Sarnia-Lambton Literacy and Basic Skills Local Planning and Coordination meeting in September 2010, everyone reported that they were at capacity. Within Chatham-Kent, Lambton Kent District School Board (LKDSB) reported that they were redirecting laid off workers from the CAW- Worker Action Centre to the Chatham program instead of on-site programming to avoid a wait list there. LKDSB will meet contact hours and was over this summer compared to last summer. St. Clair College indicated that they had already met their contact hours at Thames Campus. Adult Language and Learning was also redirecting learners for time of day to avoid wait lists.

Through the Literacy Service Planning process facilitated by the Tri-County Literacy Network, we prioritized the **“continued- dependent on funding”** sections from the Literacy Service Plan 2011-2012 into Priority One and Priority Two for Chatham-Kent.

Priority One

The rationale for priority one was based on meeting the needs of laid off workers, unemployed workers and underemployed workers as well as labour market trends including the need for academic upgrading. Academic upgrading and rural programming for laid off workers were identified as the number one priority in Chatham-Kent.

Labour Adjustment and Goodwill Career Centre (TIOW group) have also identified a need for Essential Skills training and Computer Training for displaced workers seeking further training and employment. This program is called Employment Track Express (ETE). Computer Job Readiness (similar to ETE) is the program that is being delivered in many action centers. The main difference is that CAMERA assessments are used instead of TOWES assessments. This program was funded originally by the Ministry of Training, Colleges and Universities (MTCU) as a pilot project and has now continued through funding from interested Action Centres without concerns about the financing of it. This program will continue to operate through the Lambton Kent District School Board with no cost to the Action Centres and Goodwill Career Centre based on funding. St. Clair College Academic Upgrading and the small rural hubs (Adult Language and Learning) all fall within this category too.

St. Clair College Employment Centre has identified a need for additional assistance to address the gaps in the community of Wallaceburg. The Literacy and Basic Skills program is currently at capacity and there is no other group service available in the community to meet the high demand for service. The Lambton Kent District School Board has received new funding to respond to this need and it will continue based on funding. Tilbury has been identified for several years as in need of service. As a result of additional funding, a Literacy and Basic Skills program is now available in Tilbury through the Lambton Kent District School Board and will continue based on funding.

Chatham-Kent Priorities **~continued~**

Priority Two

We also looked at other needs in the community as the second priority. Getting Ahead in A Just Getting by World (St. Clair Catholic District School Board) was identified as a priority due to the need for this program as well the workshops for laid off workers (Adult Language and Learning).

St Clair College has indicated in the template that they would offer ACE Math and ACE Communications in Wallaceburg, dependent on additional funding.

Labour Adjustment has identified a need for providing information about training and educational opportunities to displaced workers. Through a Western pilot project overseen by Literacy Link South Central and through additional funding received in 2009-2010, the Tri-County Literacy Network has provided educational interviews at Action Centres for interested displaced workers. This project and the additional funding ended March 31, 2010. Additional funding is required to continue this opportunity on an ongoing basis for displaced workers and with plant closures and layoffs in the automotive and manufacturing sector, there may be a continued need for this service in 2011-2012.

Labour Adjustment has also identified a need for Essential Skills training and Computer Training for displaced workers seeking further training or employment. This program is called Employment Track Express (Lambton Kent District School Board). This program was funded originally by the Ministry of Training, Colleges and Universities (MTCU) as a pilot project and has now continued through funding from interested Action Centres. Additional funding directly from MTCU has made this program available to Action Centres without concerns about the financing of it. This program will continue to operate with no cost to Action Centers based on funding.

There is a need in Chatham-Kent for the provision of literacy in reading, writing, math and work readiness to French-speaking learners. There is a growing need and request from the community for French language services, particularly for newcomers. A needs assessment and survey will be conducted by Centre Alpha Mot de Passe. As NEW ongoing funding would be required for this program, it is listed as a second tier priority. There is also the possibility of offering the ACE certificate through College Boreal.

Over the past few years, additional funding has been invested in literacy for the higher level learner. A need that has been identified at the Local Planning and Coordination table and by key community stakeholders is for additional funding for programs that work with lower to mid-level literacy clients in order to sustain and expand these programs. Additional funding could enhance the sustainability of one-to-one programming. Adult Language and Learning states that, "working with volunteers can be time consuming and ineffective use of funding dollars. Volunteers are sometimes unreliable or a significant amount of time is invested in recruiting, training and orientating the volunteer. They often have short term commitments or are not fulfilled when an appropriate

Chatham-Kent Priorities
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match can't be made to their interests. (i.e.: Volunteer with strong math skills, but no learner with a math related goal) These factors can often impede sustainability. Volunteering is meant to enhance a program, not maintain it.”

There is a continued need identified for professional development and networking with other partners in the Employment Ontario training system as well as increasing awareness of literacy programs plus system, learner success stories in our community and the connection of literacy to other social and economic issues.

Literacy Service Plan 2011-2012

Sarnia-Lambton Priorities

At the Chatham-Kent & Sarnia-Lambton Literacy and Basic Skills Local Planning and Coordination meeting in September 2010, everyone reported that they were at capacity. Within Sarnia-Lambton, Lambton College reported a wait list for daytime morning programming but was redirecting people to afternoon and evening programming. They also reported that September intake was huge (56 this September vs. 22 last September) - 2 to 3 times over last year - and they expect to be even busier in February to the end of June 2011. Lambton Kent District School Board will meet contact hours and was over this summer compared to last summer. Intake was up at Organization for Literacy in Lambton and they will have a wait list if the additional funds do not continue. Through the Literacy Service Planning process facilitated by the Tri-County Literacy Network, we prioritized the **“continued- dependent on funding”** sections from the Literacy Service Plan 2011-2012 into Sarnia-Lambton.

Priority One

The FOCUS program offered by Aamjiwnaang Alternative Continuing Education program was identified as the top priority for additional funding again in 2010-2011 as there is a need for this and it would not exist if not for MTCU funding.

Getting Ahead In A Just Getting By World (St. Clair Catholic District School Board) was also identified as a top priority due to the need for this program and the additional funding to continue it.

Priority Two

The second priority was identified as expanded evening and expanded summer programming and additional daytime programming for Academic Upgrading at Lambton College. Lambton College continues to anticipate a growing need for Academic Upgrading, LBS/ACE including during 2011-2012.

As of 2011-2012 post secondary offers are sent to potential students – many are conditional on academic upgrading completion by September 2011 post secondary start date. Offers are sent to students in February and the demand for academic upgrading from March to August will be very high.

Lambton College is now an Employment Services deliverer and responsible for Second Career applications. It is anticipated that as a result of the emphasis to ensure seamless program integration, there will be an increase in Academic Upgrading referrals from Lambton College Employment service staff.

Over the past few years, additional funding has been invested in literacy for the higher level learner. A need that has been identified at the Local Planning and Coordination table and by key community stakeholders is for additional funding for programs that work with lower to mid-level literacy clients in order to sustain

Sarnia-Lambton Priorities

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and expand these programs. Organization for Literacy in Lambton expects wait lists if additional funding is not continued.

Other considerations dependent on need and funding:

Labour Adjustment has identified a need for providing information about training and educational opportunities to displaced workers. Through a Western pilot project overseen by Literacy Link South Central and through additional funding received in 2009-2010, the Tri-County Literacy Network has provided educational interviews at Action Centres for interested displaced workers. This project and the additional funding ended March 31, 2010. Additional funding is required to continue this opportunity on an ongoing basis for displaced workers and with plant closures and layoffs in the automotive and manufacturing sector, there may be a need for this service in 2011-2012 in Sarnia-Lambton.

Labour Adjustment has also identified a need for Essential Skills training and Computer Training for displaced workers seeking further training or employment. This program is called Employment Track Express (Lambton Kent District School Board). This program was funded originally by the Ministry of Training, Colleges and Universities (MTCU) as a pilot project and has now continued through funding from interested Action Centres. Additional funding directly from MTCU has made this program available to Action Centres without concerns about the financing of it. This program will continue to operate with no cost to Action Centers based on funding.

There is a continued need identified for professional development and networking with other partners in the Employment Ontario training system as well as increasing awareness of literacy programs plus system, learner success stories in our community and the connection of literacy to other social and economic issues.

New programming based on core funding:

The local carpenters union has identified a need for a program specifically designed to assist apprentices who are required to pass entrance and certificate of qualification exams. The Academic Upgrading Partnership program between Lambton Kent District School Board and Lambton College has designed a program to address the needs of this client group.

The YMCA has identified a need to operate a pre-existing program for first generation learners at its low rental housing units. The program has been re-established based on redistributed funds.

Reference Chart for Adult Literacy Referrals in Chatham-Kent

For general information call the Tri-County Literacy Network
Chatham-Kent area 519-355-1771 or Toll Free 1-877-333-4833

Type of Program	Service Provider	Location	Schedule (when?)	Phone/Contact	Additional Information
One to one tutoring, small and large group	Adult Language and Learning (Formerly Adult Basic Education)	Waymur Bldg, 48 Fifth St, 3 rd Floor Chatham Tutoring – across Chatham-Kent region	Day/Evening	519-354-7424	On-site licensed daycare available. Academic upgrading help with reading, writing, spelling, math and basic computers for employment, apprenticeship or self-improvement.
*Small group	St. Clair Catholic District School Board	11 Third St. Chatham St. Mary's Hall 27 Chatham St. Blenheim 18 Main St. Ridgetown	Daytime	1-866-336-6139 Ext. 242	A program that assists in employment preparation or maintenance and looks at the literacy needs that would contribute to greater independence. Assistance with transportation or child care may be available.
*Small group	St. Clair Catholic District School Board	Royal Canadian Legion Br. 18 52 Margaret Ave Wallaceburg	Daytime	1-866-336-6139 Ext. 242	A program that assists in employment preparation or maintenance and looks at the literacy needs that would contribute to greater independence. Assistance with transportation or child care may be available.
Small group	Lambton Kent District School Board	Chatham Kent Skills Centre 35 Creek Road Chatham	8 week Computer Job Readiness Program and pre-credit assistance Daytime	519-351-2689	Assistance with transportation or daycare may be available.
Small group	Lambton Kent District School Board	60 McNaughton Ave Wallaceburg	Daytime	519-627-7452	Assistance with transportation or daycare may be available.
Small group	Lambton Kent District School Board	Blenheim United Church 49 George Street Blenheim	Daytime	519-676-5574	Assistance with transportation or daycare may be available.
Small group	Lambton Kent District School Board in partnership with St. Clair College	Chatham Kent Skills Centre 35 Creek Road Chatham	Times/locations vary Assistance with apprenticeship and post-secondary preparation	519-351-2689	Assistance with transportation or daycare may be available.
Individual courses offered in a classroom setting	St. Clair College, Thames Campus	1001 Grand Ave W. Chatham	Day/Evening	519-354-9714 Ext. 3586	Academic Upgrading, Preparation for College programs and Apprenticeship, Preparation for employment

Age 19 and over

*** Age 19 and over (Native)**

**** Age 19 and over with Developmental Disabilities**

NOTE: Some age exceptions apply.

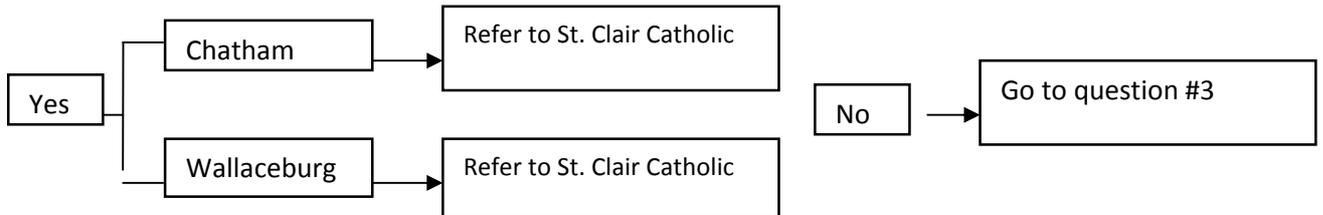
Chatham-Kent Adult Literacy Information and Referral Steps

For general information call the Tri-County Literacy Network
Chatham-Kent area 519-355-1771 or Toll Free 1-877-333-4833

1. Does the client have low literacy skills and a willingness to improve them?



2. Does the client have a developmental disability?



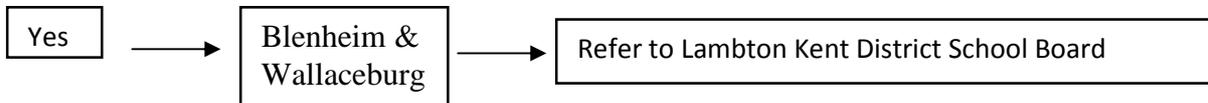
3. Does the client prefer or require one to one training?



4. Does the client prefer or require large group instruction in Chatham?



5. Does the client prefer or require small group instruction in Blenheim or Wallaceburg?



6. Is the client working towards College programs or Apprenticeships or High School credit?



7. Does the client require workforce preparation skills?



Directory	
Adult Language and Learning	519-354-7424
Lambton Kent District School Board	519-351-2689
St. Clair Catholic District School Board	1-866-336-6139 Ext. 242
St. Clair College, Thames Campus	519-354-9714 Ext. 3586

Reference Chart for Adult Literacy Referrals in Sarnia-Lambton

For general information call the Organization for Literacy in Lambton
Sarnia-Lambton area 519-332-4876 (Collect Calls accepted)

Type of Program	Service Provider	Location	Schedule (when?)	Phone/ Contact	Additional Information
One to one tutoring and small group	Organization for Literacy in Lambton	180 N. College Ave Sarnia	Day/Evening	519-332-4876 Call collect	Small group and individual tutoring at a location to be determined. Help with reading, writing, spelling, math and basic computers for employment apprenticeship or self-improvement.
**Individual programs offered in a small group setting	St. Clair Catholic District School Board	Lambton County Developmental Services 339 Centre St. Petrolia Community Living Sarnia-Lambton 551 Exmouth St., Suite 202 Sarnia Goodwill Industries 439 Palmerston St., S. Sarnia	Daytime	1-866-336-6139 Ext. 242	A program that assists in employment preparation or maintenance and looks at the literacy needs that would contribute to greater independence. Assistance with transportation and daycare may be available.
Small group	Lambton Kent District School Board	Alternative and Continuing Education centre 660 Oakdale Ave Sarnia & locations throughout Lambton County	Day/Evening	519-383-8787 Ask for Trish	Offered at numerous locations throughout Lambton County Preparation for employment Upgrading Math and English Pre-credit and computer skills upgrading Assistance with transportation and daycare may be available
Small group	Lambton Kent District School Board in partnership with Lambton College	Alternative and Continuing Education centre 660 Oakdale Ave Sarnia	Times/locations vary Programs to assist with college and apprenticeship preparation	519-383-8787 Ask for Trish	Assistance with transportation and daycare may be available
Individual programs offered in a group setting	Lambton College Academic Upgrading Information Centre	1457 London Rd Sarnia	Day/Evening.	519-542-7751 Ext. 3535	Preparation for college, apprenticeship and employment.
*Small group or One to one	Chippewas of Sarnia First Nation	Aamjiwnaang Alternative and Continuing Education 978 Tashmoo Ave Sarnia	2 days and 1 evening per week.	519-336-8410 Ask for Resource Centre staff	Upgrading Math and English Pre-Credit Preparation for Employment Assistance with transportation or daycare may be available.

Age 19 and over

*** Age 19 and over (Native)**

**** Age 19 and over with Developmental Disabilities**

NOTE: Some age exceptions apply.

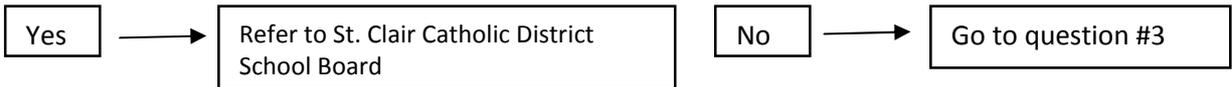
Sarnia-Lambton Adult Literacy Information and Referral Steps

For general information in Sarnia-Lambton call 519-332-4876 - Call collect if necessary

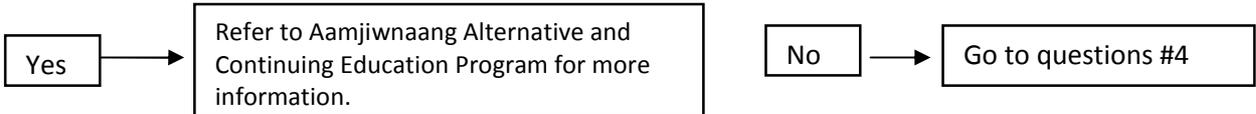
1. Does the client have low literacy skills and a willingness to improve them?



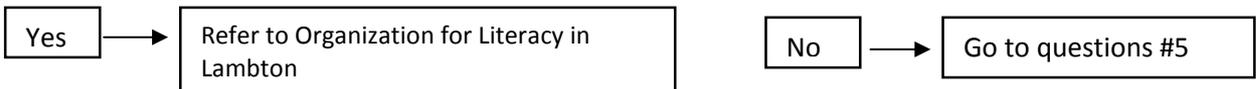
2. Does the client have a developmental disability?



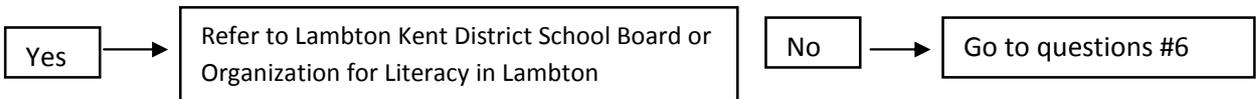
3. Is the client of Aboriginal ancestry?



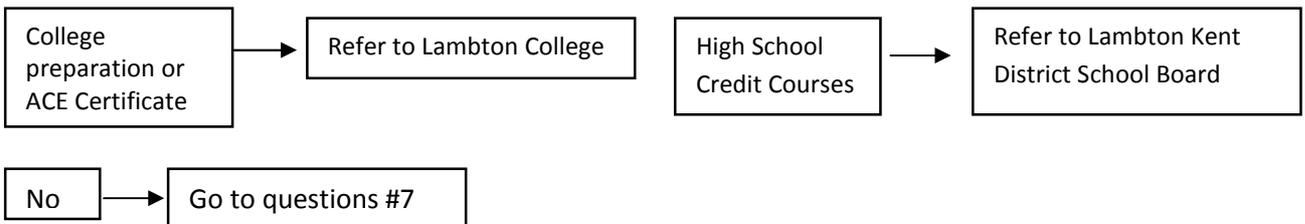
4. Does the client prefer or require one to one training?



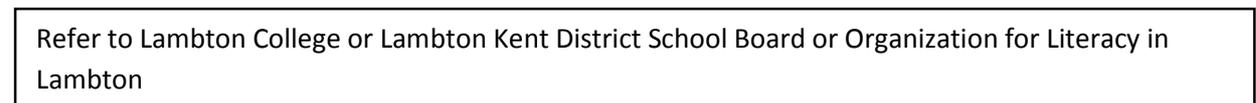
5. Does the client live, or prefer to receive training outside of the Sarnia area (in Lambton County)?



6. Is the client working towards College programs or High School Credit?



7. Does the client require workforce preparation skills?



Directory	
Aajiwnaang Alternative and Continuing Education Program	519-336-8410
Lambton College Academic Upgrading Information Centre	519-542-7751 Ext. 3535
Lambton Kent District School Board	519-383-8787
Organization for Literacy in Lambton	519-332-4876
St. Clair Catholic District School Board	1-866-336-6139 Ext. 242