

Network News

A newsletter for the Tri-County Literacy Network serving
Chatham-Kent, Sarnia-Lambton and Windsor-Essex

How to Find Us

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**2015-2016
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Happy Holidays/Joyeuses fêtes

Go confidently in the direction of your dreams!
Live the life you've imagined.

Henry David Thoreau
www.DAILYINSPIRATIONALQUOTES.IN

We would like to take this opportunity to wish the very best to you and yours over the holiday season.

Please note that our office will be closed Friday, December 18, 2015 and will reopen Monday January 4, 2016.

We hope you have a happy, healthy and safe holiday season and we'll see you in the New Year!

*We want to hear your comments and suggestions!
Click on the email address below and give us your feedback.*

tcln@cogeco.net

Message from the Executive Director

Season's Greetings!

In 2015 we continued supporting the Literacy and Basic Skills (LBS) programs in the tri-county region with the Ontario Adult Literacy Curriculum Framework (OALCF), the Performance Management Framework (PMF), service coordination within the Employment Ontario network (including Employment Services (ES)), as well as with Ontario Works/Employment and Social Services (OW/ESS) and improved organizational capacity.

Based on input from the programs, we organized Spring and Fall workshops and helped organize and promote webinars this year to assist with this.

We have been the Western Region representative on the Online Community of Practise Steering Committee in 2015-2016 and helped to organize and promote **webinars** on Learning Disabilities Supports, Marketing and Outreach – What Works?, Mental Health Awareness 2: Classroom Strategies, Literacy Materials – Maker Modules and Gamification and Performance Management – Strategies to Measure Results. We provided the Marketing and Outreach webinar on the Learning To Earning project. We also assisted with the Western Region Champions Best Practices webinars this year.

The **Spring Professional Development workshop 2015** was held on June 5, 2015 in Chatham at Aristos for LBS and opened up to ES and OW/ESS programs in the tri-county region. There were 90 in attendance. In the morning, Wendy Stanyon, Associate Professor, University of Ontario Institute of Technology presented on “Targeted Service: Working with Clients with Mental Health Issues”. Feedback was excellent with 100% reporting increased knowledge in all aspects of the day, 100% reporting that they plan to use the information in the next 6 months and 100% reported that they found the presentation valuable and useful. In the afternoon, Maurice O’Callaghan presented on “A Magic Way of Going”. Ratings were 93% to 95% on the evaluation questions. The Learning To Earning: Real People, Real Stories video was also shared with positive feedback. Information on mental illness and on mental health community resources were provided for participants.

Getting Connected VIII, with speakers Helen Lomax on “Communication – Strengthening Bonds and Gaining Success” and Gay Douglas on “Referral and Transition: The Client’s Experience”, was held at the John D. Bradley Convention Centre in Chatham on September 18, 2015. It was sponsored by the Chatham-Kent Workforce Planning Board, the Sarnia-Lambton Workforce Development Board, Workforce WindsorEssex and Employment Ontario and they provided updates at the workshop. The Learning To Earning: Real People, Real Stories video was also shared with positive feedback. The afternoon “Cracker Barrel” session provided a great opportunity for the sharing of best practices. There were 109 in attendance from tri-county Employment Ontario (EO) programs, Ontario Works/Employment and Social Services and Local Boards. Evaluations were very positive, with 96% to 100% on the evaluation questions for all aspects of the day.

Beyond Getting Connected VIII, there were a number of activities that we were involved in as part of improving **service coordination** in the tri-county region this year:

- as prepared and coordinated by the Network, LBS programs provided presentations, including the Learning To Earning videos, to Windsor-Essex Employment and Social Services

staff teams (February to August 2015) with excellent feedback and plans for future sessions in 2016

- the Learning To Learning videos were shared with Chatham-Kent Employment and Social Services and Ontario Works, County of Lambton in 2015
- all Employment and Social Services/Ontario Works offices were invited to Local Planning and Coordination meetings on a regular basis starting in 2015
- second year of Network-Local Board meetings hosted by the Network to discuss LLMPs, LSPs and Business Planning (June and November 2015)
- Network and LBS program participation in Local Labour Market Plan (LLMP) meetings and on-line surveys held by the Local Boards (May and July 2015)

We successfully completed the Service Delivery Network Development Fund 2014-2015 project called **“Learning To Earning: Enhancing Connections and Referral Pathways”** in 2015. We developed videos to help promote the LBS programs with LBS referral partners and their clients for use in our region and across Ontario. The final report including the literature review are posted on our website in the project section at <http://tcln.on.ca/projects/>. Feedback has been exceptional. **We hope you will check out our videos at <http://tcln.on.ca/videos>.**

After discussions with the LBS programs and Local Boards, we prepared, completed and submitted the 2016-2017 **Literacy Service Plans (LSPs)** for Chatham-Kent, Sarnia-Lambton and Windsor-Essex, representing 14 sites.

At our **Literacy and Basic Skills Local Planning and Coordination (LPC) meetings** we discussed our Work Plan, professional development, program updates, MTCU updates, service coordination, best practices and Literacy Service Planning. We also invited Employment and Social Services, Chatham-Kent Workforce Planning Board, Sarnia Lambton Workforce Development Board, Workforce WindsorEssex and Contact North to meet with our LPC groups.

The Network continued to meet with the **Learning Networks of Ontario** provincially and the **Learning Networks of Ontario – Western Region** for the purpose of information sharing and professional development. We helped promote ABEA’s boutique training information, QUILL’s task based activities portal, LLSC’s PMF newsletters and professional development opportunities in the Western Region.

The newsletter provides an update of some of our professional development activities and projects in the region plus an update on new resources available for borrowing from our library. A special congratulations to Rob Colicchia, Dave Demers and Anne Marie Cosford, recipients of the Tri-County Literacy Network’s Literacy and Learning Promotion Awards. And a special thank-you to Mary Lou Dickinson for her well received author reading in Chatham on October 30, 2015.

We hope you will celebrate **Family Literacy Day** on January 27, 2016. Please see details inside for more information.

Best wishes for the holiday season and 2016!

Andrea Dickinson

Learning To Earning: Enhancing Connections and Referral Pathways Video Project

Tri-County Literacy Network received funding for a project called “Learning to Earning: Enhancing Connections and Referral Pathways”. This project has developed four videos which showcase how and why literacy can be part of one’s future success:

1. Learning to Earning: Music Video
2. Learning to Earning: Stephen’s Story
3. Learning to Earning: Preparing for Apprenticeship
4. Learning to Earning: Real People, Real Stories

The goal of this project is that these visual resources will enhance connections and referral pathways between Ministry programs and assist clients from vulnerable populations and apprentices to prepare for their future success.

To view any of the videos listed above, please visit <http://tcln.on.ca/videos/> .



Tri-County Literacy Network Literacy and Learning Promotion Award Recipient for Chatham-Kent for 2014/2015

This year, in Chatham-Kent, we would like to recognize the contributions of **Dave Demers**.

Dave Demers has been an esteemed member of the Tri-County Literacy Network Board of Directors since 2009. In that time he has taken on executive positions such as Treasurer and Vice-President. In his career with Chatham-Kent Employment and Social Services he has been a tireless promoter of literacy and adult upgrading. He hosts the "Opening Doors to your Future" workshops for Ontario Works clients. Recently Dave took a critical role in the Steering Committee for the Learning to Earning video series. He was involved as an active member in several key meetings and arranged for client involvement in the video series. His contribution to the series is evident in the final product.

In his role as Employment Resource caseworker he has been a mentor and role model for countless individuals. Dave supports his clients' diverse needs every day, but his knowledge and commitment to learning is evident most in the number of referrals he has made to LBS programs in Chatham over the years. As a member of the Tri-County Literacy Network Board of Directors he has supported the network members with his knowledge of Ontario Works as a critical community partner. Dave constantly has a positive word and a smile, he is an excellent Ambassador for LBS in Chatham Kent.



Dave Demers (left) receives the 2014/2015 Literacy and Learning Promotion Award for Chatham-Kent from Andrea Dickinson, Executive Director, Tri-County Literacy Network



**Tri-County Literacy Network Literacy and Learning Promotion Award Recipient for
Sarnia-Lambton for 2014/2015**



Anne Marie Cosford

This year, in Sarnia-Lambton, we would like to recognize the contributions of **Anne Marie Cosford**.

Anne Marie Cosford has been an active promoter as well as leader in literacy and learning in Sarnia-Lambton. She has served on the Tri-County Literacy Network Board for nine years from June 2004 to June 2013, including providing leadership as the Vice President for four years (2007 to 2009 and 2011-2013), President for two years (2009-2011) and Past President for two years (2011-2013). Anne Marie has been a dynamic member of the Chatham-Kent and Sarnia-Lambton Local Planning and Coordination Group since 2003. As a member of the Chatham-Kent and Sarnia-Lambton Local Planning and Coordination Group, Anne Marie is always sharing suggestions, ideas and information to assist all members. She also takes on leadership roles as a facilitator and/or presenter at outreach and professional development events. Her energy and enthusiasm are contagious! Anne Marie is also willing to take on new roles or tasks and was involved as a participant in Tri-County Literacy Network's recent Learning To Earning videos. As Manager of the Lambton College's MyCareer and Employment Ontario Programs (which includes Employment Services and the Academic Upgrading Program), she continually encourages and supports referrals within Employment Ontario and with Ontario Works.

As a result of Anne Marie's participation on the Board, she helped shaped the strategic direction for the Tri-County Literacy Network including the Network's leadership role as the hub for the sharing of best practices of service coordination, referral protocols, information and resource sharing and customer service, which continues to today. Her active participation in the Local Planning and Coordination meetings has impacted positively upon the content and approach for professional development workshops and activities as well as assisting other members and agencies in their work. Her positive outlook, support and respect for the people in her programs and the other agencies/programs she works with shines through in the Tri-County Literacy Network's Learning To Earning videos. These videos and Anne Marie's tireless efforts to encourage service coordination have resulted in increased awareness and referrals.

**Tri-County Literacy Network Literacy and Learning Promotion Award Recipient for
Windsor-Essex for 2014/2015**



Rob Colicchia (left) receives the 2014/2015 Literacy and Learning Promotion Award for Windsor-Essex from Andrea Dickinson, Executive Director, Tri-County Literacy Network

This year, in Windsor-Essex, we would like to recognize the contributions of **Rob Colicchia**.

Rob Colicchia has been a Literacy and Basic Skills (LBS) Instructor at the Unemployed Help Centre for approximately nine years. Some of Rob's most admirable qualities are his total commitment, dedication and enthusiastic outlook towards his learners. He often goes above and beyond his normal responsibilities by providing a well-rounded, goal focused program for each of his learners. He regularly provides community and in-house referrals to encourage and enhance his learner's academic, employment and personal lives and takes a genuine interest in assisting each learner to be better prepared for their future. While at times his classroom is breaching capacity, Rob still makes sure to give each learner as much one to one assistance as needed. Rob also plays a major role in the training and ongoing mentoring of our volunteer tutors in the classroom. Rob enjoys food and any reason to celebrate as demonstrated in his organizing of several potluck lunches each year. He also attempts to recognize each learner's birthday in some small way, as well as acknowledging other special events in their lives. Rob's unique talent is for developing a community in his classroom. Learners come and go, but the sense of family he creates is always there.

Rob values the importance of literacy and numeracy skills. He understands that a solid learning foundation makes a world of difference when setting a course for successful and productive futures. As a teacher, he openly shares his knowledge, expertise and his love of learning with each and every one of his learners. As a caring and empathetic role model, Rob inspires his learners to treat each other in a respectful and understanding manner. To further support these attributes, he incorporates lessons and activities in the classroom that promote human rights, cultural awareness and diversity and teaches the harmful effects of discrimination in our society. Rob has taught hundreds of learners over his tenure at the Unemployed Help Centre and continues to hear updates and well wishes from past learners about how he profoundly changed their lives and raised their self-confidence to make them a better person.

Spring Professional Development 2015

June 5, 2015 - Chatham-Kent John D. Bradley Convention Centre

Targeted Service: Working with Clients with Mental Health Issues

**Wendy Stanyon, RN,
BN, MAE.d., EdD**

Associate Professor, Faculty of
Health Sciences, University of
Ontario Institute of
Technology



Workshop Overview:

The goal of this workshop was to provide frontline staff with knowledge, tools and resources about mental health to improve their service to clients with mental health issues.

Workshop included:

- Brief Overview of the Prevalence of Mental Illness
- Stigma – Contributing factors, impact and strategies to eliminate stigma
- Recognizing Signs/Symptoms
- Effective Communication Strategies
- Engaging individuals; communication starters
- Empathy and Active Listening
- Challenging scenarios
 - Psychosis (delusions/hallucinations)
 - Hearing Voices Experience
 - Self Harming Behaviours
 - Suicidal Ideation/Behaviour
- Resources
- Developing policies, including related to privacy and consent



“A Magic Way of Going”



Maurice T. O’Callaghan
Professional Speaker



Workshop Overview:

A Magic Way of Going was a workshop about turning all change into remarkable opportunities that await us in a world which no longer fits geographic or economic boundaries. It was delivered by one of Canada's finest and most popular professional speakers, Maurice O'Callaghan, who brought something special to the audience. He changed the way we see ourselves.

A Magic Way of Going is a journey that will change our life and the lives we touch each day. This was a workshop that showed you how to balance our personal and professional life, how to turn problems into opportunities and how to use creative thought to energize ourselves and our organization. It introduced us to our own limitless possibilities.

No matter what our goals or accomplishments, A Magic Way of Going gave us a new perspective on what is possible. It was about how ordinary people can do extraordinary things. It was a journey we will be glad we began because it will last forever.

Getting Connected Phase VIII

September 18, 2015 – Chatham-Kent John D. Bradley Convention Centre

Sponsors/Partners:

Chatham-Kent Workforce Planning Board, Sarnia-Lambton Workforce Development Board and Workforce WindsorEssex



Gay Douglas, Gay Douglas and Associates Inc. (left)
& Helen Lomax, Pathways & Transitions

Communication – Strengthening Bonds and Gaining Success

Presenter: Helen Lomax, Pathways & Transitions

Workshop description:

Are your communication skills achieving the results you want? This one hour workshop was designed to enhance communication skills to help build relationships, achieve results and ultimately improve self-confidence. It pulled many aspects of communication together to build on the reputation and skills of both the organization and the individual.

We covered:

- The different styles people naturally have and how to maximize them
- Learn to successfully deliver your message using positive body language
- Ways to create a high-communication environment
- The importance of consistent communication with other areas/agencies
- How effective communication creates powerful teams
- Why this keeps people engaged and motivated to deliver great service

We explored the impact and influence communication has on relationships, bottom line results, creativity, future opportunities and satisfying your customer base (people you work with). Remember, communication is the most powerful and critical tool that people possess.

Referral and Transition: The Client's Experience

Presenter: Gay Douglas, Gay Douglas and Associates Inc.

Workshop Description:

What matters to Employment Ontario (EO) clients and learners as they transition from one agency to another?

How can we support them for successful referrals and transitions between EO services and to other community services?

Do agency staff and clients agree?



We joined Gay Douglas for an interactive and engaging discussion as we shared the final findings of the Simcoe/Muskoka Literacy Network's "Enhancing Transitions – Client Perspectives" project. What did 80 clients and learners have to say about transition? How might this information affect your agency and your practice?

Found out:

- what we learned from EO clients and learners about
 - what matters to them during the referral process
 - the barriers they've faced and smooth transitions they've experienced
 - how referrals and transitions between EO programs could be improved
- how this compares to service provider perceptions gathered in the first phase of the project
- about practical tools and leading practices to ease clients' transitions.

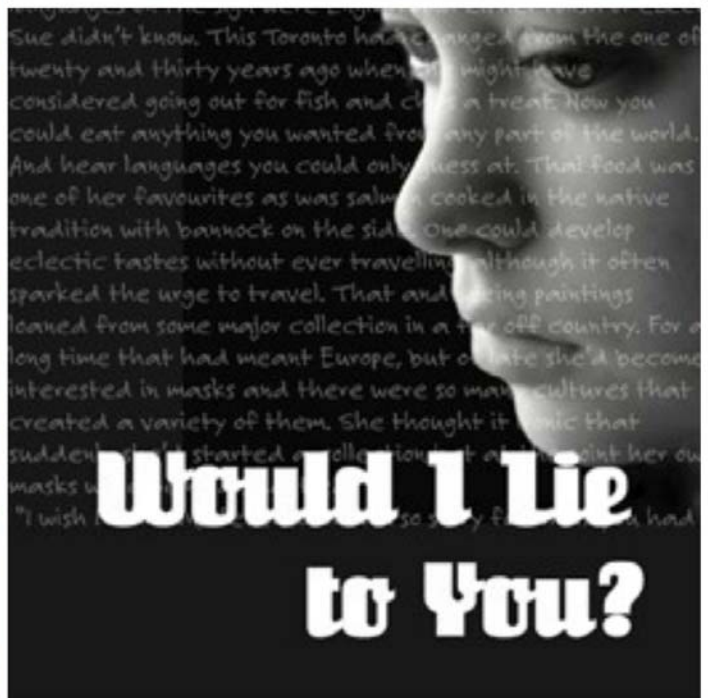
We explored the impacts that these findings may have on our program delivery and practices.





FREE Author Reading by Mary Lou Dickinson

Friday October 30, 2015
Smitty's Restaurant, Pine Room
307 Grand Avenue West, Chatham, ON



Looking Forward to 2016

Celebrate Family Literacy Day

Family Literacy Day is recognized nationally on January 27, 2016.

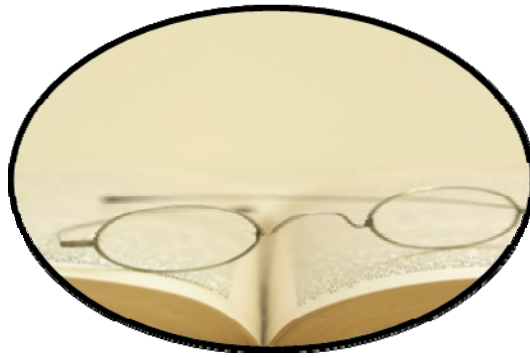
Please visit **ABC Life Literacy Canada's** website at www.familyliteracyday.ca for great family literacy ideas and general information about this day.



Help is a phone call away

- We can help you improve your skills so that you can help your kids with their homework
- Free confidential service
- Adult learning environment
- Learn at your own pace
- Practical skills
- Focused on your goal

For more information about programs that can help call Tri-County Literacy Network at 519-355-1771 or toll free at 1-877-333-4833 or visit www.tcln.on.ca.



Resource Library – New Resources

All resources are available through the Tri-County Literacy Network office.

Please contact us at 519-355-1771 or toll free at 1-877-333-4833.

1. **Exploring Trades: Food, Automotive & Construction - #512**

(Literacy Northwest – January 2015)

Package – sample assessment tasks and activities aligned to OALCF across 5 goal paths, 6 competencies & the 3 levels

2. **Ontario's Pathways to Post Sec. Ed for Adult Learners - #513**

(Literacy Network of Durham Region – March 2015)

Companion Guide – A manual to clarify the Pathways Flow Chart

Employment Ontario staff will be interested in the Employment Ontario Partners' Gateway website at www.eopg.ca.



www.ontario.ca/employmentontario

or call toll free at 1-800-387-5656



Special thanks to our funders and partners for the
Spring Professional Development 2015, Getting Connected Phase VIII,
Author Reading and SDNDF: Learning to Earning Video Project



Happy New Year
2016



Heureuse Nouvelle Année
2016