



SUMMARY/SOMMAIRE

Literacy Service Plan

Plan de Services d'alphabétisation 2015/2016

Ottawa Community Coalition for Literacy

Regroupement d'Ottawa pour l'alphabétisation

Introduction

Each year regional literacy networks in Ontario, such as the Ottawa Community Coalition for Literacy (OCCL) facilitate a Literacy Services Planning and Coordination (LSPC) process in an effort to support Literacy and Basic Skills (LBS) service providers to continuously improve their organizational capacity to deliver programming.

The LSPC process involves all LBS service providers and, where possible, other community services, such as Employment Ontario's Employment Services, Apprenticeship, Second Career, Ontario Works and other related services. Its purpose is to identify community literacy needs based on demographic and labour market information and to provide projections of the number of learners to be served, document gaps in service and improvements to services to be delivered by programs.

Regional literacy networks also facilitate the evaluation of the effectiveness of the planning and coordination process so that it can continuously improve.

Brief Profile – City of Ottawa

Ottawa, the capital of Canada stands on the south bank of the Ottawa River in eastern Ontario. Ottawa borders Gatineau, Québec; the two cities form the cores of the National Capital Region (NCR). The estimated population of Ottawa at the end of 2013 was 943,260, an increase of 0.9% over 2012 making it the fourth largest city in Canada. The population of the NCR was estimated at 1,422,070 at the end of 2013.

The city is known as being among the most educated in Canada and hosts a number of post-secondary, research, and cultural institutions. One of the most cosmopolitan cities in the country, Ottawa is home to many different cultural and ethnic groups.

Language

In 2011, 62.4% of the population reported English only as mother tongue, 14.2% reported French only, and 20.4% reported a non-official language only. In comparison, the provincial / territorial percentages were 68.2% for English only, 3.9% for French only and 25.7% for non-official languages.

In 2011, 74.8% of the population spoke only English most often at home, 9.9% spoke only French and 10.5% spoke only a non-official language. In comparison, the provincial / territorial percentages were 79.0% for only English, 2.2% for only French and 14.4% for only a non-official language.

Employment and Economy

Ottawa's economy is driven by the federal government, although the private sector is also important. The city enjoys the highest median total income amongst families for all metropolitan areas in Canada. However one major cause for concern is the gap between the *so called* affluent and everyone else. Higher incomes translate into higher house prices, which means that those less fortunate struggle to make ends meet. The incidence of people living in poverty (based on the after-tax low income measure in 2010) is 11.7% which is only marginally better in comparison to Ontario and Canada, at 13.9% and 14.9% respectively. One in five Ottawa families spends 30% or more of their household income on shelter.

In 2013:

- The number of employed residents declined 2.3%
- Health and Education was the highest growth sector, adding 10,300 jobs in Ottawa-Gatineau
- Federal government cuts held Ottawa-Gatineau's GDP growth to 0.3%
- Ottawa had the largest job decline of the six major cities – Toronto, Montreal, Edmonton, Calgary, Vancouver and Ottawa
- After Public Administration, the Information and Cultural Industries sector posted the largest job losses

Education

Ottawa ranks high for high school completion. In 2011, 93.3% of the youth population aged 20 to 24 years completed high school in the region of Ottawa-Gatineau which was higher compared to the rates for Canada and Ontario which were 88.6% and 91.3% respectively for the same year.

According to the National Household Survey in 2011, over 13% or 92,930 of the total population of 718,955 aged 15 years and over by highest certificate, diploma or degree had no certificate, diploma or degree. Of that number, 45,410 were male and 47,515 were female.

Among the total population of 489,920 aged 25 years and over by highest certificate, diploma or degree, over 6% of the population had no certificate, diploma or degree. Of that number 17,085 were male and 15,470 female indicating that there were more females in the 15 years and over category without a certificate, diploma or degree but more males in the total population aged 25 to 64 years.

Education – Ottawa (National Household Survey 2011)	Total	Male	Female
<i>Total population aged 15 years and over by highest certificate, diploma or degree</i>	718,955	346,765	372,190
No certificate, diploma or degree	92,930	45,410	47,515
High school diploma or equivalent	168,390	79,490	88,895
Postsecondary certificate, diploma or degree	457,640	221,860	235,780
Apprenticeship or trades certificate or diploma	37,285	22,315	14,965
College, CEGEP or other non-university certificate or diploma	136,840	61,995	74,845
University certificate or diploma below bachelor level	28,935	12,810	16,125
University certificate, diploma or degree at bachelor level or above	254,580	124,745	129,835
Bachelor's degree	149,465	69,420	80,045
University certificate, diploma or degree above bachelor level	105,105	55,320	49,790
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<i>Total population aged 25 to 64 years by highest certificate, diploma or degree</i>	489,920	236,680	253,240
No certificate, diploma or degree	32,555	17,085	15,470
High school diploma or equivalent	91,870	44,265	47,605
Postsecondary certificate, diploma or degree	365,495	175,330	190,165
Apprenticeship or trades certificate or diploma	26,725	15,720	11,005
College, CEGEP or other non-university certificate or diploma	108,850	49,860	58,995
University certificate or diploma below bachelor level	20,380	9,135	11,245
University certificate, diploma or degree at bachelor level or above	209,535	100,615	108,920
Bachelor's degree	121,870	56,470	65,405
University certificate, diploma or degree above bachelor level	87,660	44,140	

Housing Affordability

As stated above, Ottawa has the highest median income amongst all municipalities across Canada which is good news for a lot of residents. However for some people there is a downside. This prosperity drives up house prices making it less affordable for people on lower incomes.

In 2012, according to Canada Mortgage and Housing Corporation, Ottawa led all 12 of the largest municipalities with the highest median housing costs to income ratio for low income renters at 51.2%. Over half of what low income people were earning went into housing, far exceeding the 30% threshold deemed acceptable.

As of December 2013, there were 10,089 applicant households on the Social Housing Registry. The Registry maintains the waiting list for more than 50 affordable and social housing providers. About 64% of the waiting list is made up of families. In 2013, a total of 1,849 or just over 18% of applicants were housed, a slightly higher number than the year before.

Many people paying unreasonable amounts for housing are unable to afford all the food that they need. The Ottawa Food Bank provides emergency food to over 51,000 people per month, of which 37% are children. In fact, one in three Ottawa households living below the Low-Income Cut-Off (LICO) cannot afford sufficient nutritious food on a regular basis.

Public transit has been identified as expensive especially for people living on low incomes. There is a move to make transit more affordable for those on low income by extending the existing Community Pass to all residents whose income is less than the LICO.

Sources

National Household Survey 2011

2013 Annual Development Report Ottawa

Bridging the Gap – Measuring What Matters: The Ottawa Community Wellbeing Report 2014

Ottawa Community Coalition for Literacy Literacy and Basic Skills (LBS) Services

Ottawa's nine different Literacy and Basic Skills (LBS) programs offer free services to help you improve your skills in the following six areas:

- find and use information
- communicate ideas and information
- understand and use numbers
- use digital technology
- manage learning
- engage with others

Each LBS program differs in terms of the range of programming offered, from basic up to a grade 12 equivalency level and in terms of the number of hours of instruction offered per week. Programs provide different types of service delivery, such as one-on-one tutoring, small groups or a classroom setting.

The choice of which LBS program best suits your needs depends upon your current skills, your preferred language of instruction, the type of setting you learn best in, the number of hours per week you can attend and which of the following five goal paths you want to pursue:

- employment
- secondary school credit
- postsecondary
- apprenticeship or other types of skills training
- increased independence

To be eligible for LBS services you need to:

- be at least 19 years old (sometimes programs serve young adults aged 16 to 18 if they are mature enough to benefit from adult education)
- live in Ontario
- speak English or French at Canadian Language Benchmark Level 6 or higher, if you were not born in Canada

Literacy and Basic Skills Service Providers - Ottawa

Program	Location & Contact	Program Hours	Client Focus	OALCF Levels	Estimated % of Learners to be Served by Goal Path
Algonquin College Academic Upgrading	1385 Woodroffe Avenue Room J205 Ottawa K2G 1V8 613-727-4723 Ext: 5722 caac@algonquincollege.com	Monday to Thursday 8:00 am to 9:00 pm Fridays 8:00 am to 4:00 pm	Clients who want to become college eligible or prepare for the workplace in a college environment by upgrading their skills to a Grade 12 equivalency. Clients can access many on-site services to support them during their studies.	Level 1 Level 2 Level 3	3 % Employment 2 % Apprenticeship 0 % Secondary School 95 % Post Secondary 0 % Independence
Algonquin College ACElinks	John Howard Society of Ottawa 550 Old St. Patrick Street Ottawa K1N 5L5 613-789-7418 Ext: 230 wreid@ottawa.johnhoward.ca	Monday to Thursday 9:00 am to 4:00pm	Clients who want to become college eligible or prepare for the workplace in a college environment by upgrading their skills to a Grade 12 equivalency. Clients can access many on-site services to support them during their studies.	Level 1 Level 2 Level 3	3 % Employment 2 % Apprenticeship 0 % Secondary School 95 % Post Secondary 0 % Independence
ALSO's Adult Upgrading Program	Heartwood House 404 McArthur Avenue Ottawa K1K 1G8 613-233-8660 kim@also-ottawa.org	Monday to Thursday 9:00 am to 3:00 pm	ALSO's Adult Upgrading Program supports learning and skill development for high school credit, further education, training or employment. Our programs are offered in a small class setting with individualized learning and support from ALSO teachers. ALSO offers family	Level 1 Level 2 Level 3	25% Employment 5% Apprenticeship 40% Secondary School

Literacy and Basic Skills Service Providers - Ottawa

Program	Location & Contact	Program Hours	Client Focus	OALCF Levels	Estimated % of Learners to be Served by Goal Path
			literacy support for families with young children (6 months – 6 years). Free on site part-time childcare is available in ALSO's Children's Program (6 months – 6 years).		10% Post Secondary 20% Independence
<u>ALSO's Deaf Adult Upgrading Program</u>	Heartwood House 404 McArthur Avenue Ottawa K1K 1G8 613-233-8660 <u>kim@also-ottawa.org</u>	Monday, Tuesday and Friday 9:00 am to 3:00 pm Thursday 1:00 to 7:00 pm	ALSO's Deaf Adult Upgrading Program supports learning and skill development for increased independence, high school credit, college/university preparation, training or employment. Our programs are offered in a small class setting with individualized learning and support in ASL from ALSO teachers. ALSO offers family literacy support for families with young children (6 months – 6 years). Free on site part-time childcare is available in ALSO's Children's Program (6 months – 6 years).	Level 1 Level 2 Level 3	35% Employment 15% Apprenticeship 5% Secondary School 5% Post Secondary 40% Independence
<u>Centre Moi j'apprends</u>	235 Donald Street, Room 226 Ottawa K1K 1N1 613-748-3879 <u>moijapprends@bellnet.ca</u>	Training: Monday to Thursday 9:00 am to 2:30 pm	Training in French (for French speakers) reading, writing, math and computer skills to improve job readiness, resume studies or acquire greater independence.	Level 1 Level 2 Level 3	40% Employment 2% Apprenticeship 30% Secondary School Credit

Literacy and Basic Skills Service Providers - Ottawa

Program	Location & Contact	Program Hours	Client Focus	OALCF Levels	Estimated % of Learners to be Served by Goal Path
		Monday and Wednesday 5:00 to 7:30 pm Administration: Monday to Friday 8:30 am to			3% Post Secondary 25% Independence
La Cité Formation de base de l'Ontario	801 Aviation Parkway Building B, Room 2200 Ottawa, Ontario K1K 4R3 613-742-2493 ext. 2800 fbo@lacitec.on.ca	Monday to Friday 9:00 am to 3:00 pm Monday, Wednesday and Thursday 6:00 to 9:00 pm	In a college environment, our program offers training in French to French-speaking adults who have not completed high school and would like to access college or improve their chances for a better job.	Level 1 Level 2 Level 3	3% Employment 7% Apprenticeship 0% Secondary School Credit 90% Post Secondary 0% Independence
CNIB DEAFBLIND LITERACY PROGRAM	1355 Bank Street, Suite 101 Ottawa, Ontario K1H 8K7 613-563-4021 ext. 5016 jessica.white@cnib.ca	Monday to Friday 8:30 am to 4:30 pm	The Canadian National Institute for the Blind Literacy Program for Deafblind Adults provides quality individualized literacy instruction to adults in Ontario in their preferred method of	Level 1 Level 2	11% Employment 89% Independence

Literacy and Basic Skills Service Providers - Ottawa

Program	Location & Contact	Program Hours	Client Focus	OALCF Levels	Estimated % of Learners to be Served by Goal Path
			communication. Through increased knowledge students have the opportunity to reach their goals, enhancing their link to the environment.		
John Howard Society of Ottawa <u>Pre-Employment Training</u>	John Howard Society of Ottawa 550 Old St. Patrick Street Ottawa K1N 5L5 613-789-7418 ext. 226 <u>jang@jhsottawa.ca</u>	Monday to Friday 9:00 am to 4:00 pm	Skills Plus helps clients to achieve their education, training and employment goals by offering services that assist in improving reading, writing, numeracy and computer skills. Instruction is offered through individualized learning and small group workshops which include employment preparation sessions.	Level 1 Level 2 Level 3	60% Employment 0% Apprenticeship 0% Secondary School Credit 30% Post Secondary 10% Independence
Ottawa-Carleton District School Board <u>Workplace Training and Academic Upgrading Program</u>	Albert Street Education Centre 440 Albert Street Ottawa K1R 5B5 613-239-5951 or 613-239-2325 <u>carol.mcmurphy@ocdsb.ca</u>	Childcare Assistant, PSW Prep, Academic Upgrading: Programs begin September and January Monday to Friday 9:00am to 12:00pm or 9:00 am to 2:00pm	Adults who are experiencing multiple barriers to employment including Canadian work experience; adults who have literacy deficits; adults with developmental/physical disabilities. Programs include: academic upgrading, high school preparation, sector specific workplace training and workplace/volunteer training and independence	Level 1 Level 2 Level 3	60% Employment 0% Apprenticeship 15% Secondary School Credit 5% Post-secondary

Literacy and Basic Skills Service Providers - Ottawa

Program	Location & Contact	Program Hours	Client Focus	OALCF Levels	Estimated % of Learners to be Served by Goal Path
		<p>Home Helper Monday to Friday 1:00 to 3:30pm Some onsite</p> <p>Adaptive Learning Program: September to June Monday to Thursday 9:00 am to 3:10 pm</p>			20% Independence
<p>OTTAWA CATHOLIC SCHOOL BOARD</p> <p><u>OCSB Literacy and Basic Skills</u></p>	<p>St. Nicholas Adult High School</p> <p>West Campus: 893 Admiral Avenue Ottawa K1Z 6L6</p> <p>Central Campus: 20 Graham Avenue Ottawa K1S 0B7 613-224-6281 <u>joyce.nolan@ocsb.ca</u></p>	<p>September to June</p> <p>Monday to Friday 8:30 am to 12:30pm</p>	<p>Our learners come to the program to improve their reading, writing and math and for oral communication upgrading. As well there is computer and workplace training for adults who need to improve literacy and essential skills.</p> <p>Learners also have the opportunity to access secondary and post-secondary</p>	<p>Level 1 Level 2 Level 3</p>	<p>23% Employment 3% Apprenticeship 42% Secondary School 22% Post Secondary 10% Independence</p>

Literacy and Basic Skills Service Providers - Ottawa

Program	Location & Contact	Program Hours	Client Focus	OALCF Levels	Estimated % of Learners to be Served by Goal Path
			education, become independent or prepare for the workplace.		
<p><u>People, Words & Change</u></p>	<p>Heartwood House 404 McArthur Avenue Room 202 Ottawa K1K 1G8 613-234-2494 dee@pwc-ottawa.ca</p>	<p>Office Hours: Monday to Thursday 9:00 am to 5:30 pm Day and evening computer classes Day, evening and weekends are possible for tutoring</p>	<p>Employed, under-employed, and unemployed adults</p> <p>Adults wanting greater personal independence</p> <p>Adults wanting to obtain their high school diploma</p>	<p>Level 1 Level 2 Level 3</p>	<p>78% Employment 2% Apprenticeship 5% Secondary School Credit 3% Post-secondary 12% Independence</p>

Regroupement d'Ottawa pour l'alphabétisation Services d'alphabétisation et de formation de base

À Ottawa, il y a neuf programmes d'alphabétisation et de formation de base (AFB). Ils offrent des services gratuits pour vous aider à améliorer vos capacités dans les six grandes compétences suivantes:

- la recherche et l'utilisation d'information;
- la communication d'idées et d'information;
- la compréhension et l'utilisation des nombres;
- l'utilisation de la technologie numérique;
- la gestion de l'apprentissage;
- l'engagement avec les autres.

Chaque programme d'AFB se distingue par la portée de sa programmation, allant d'un niveau de base à un niveau équivalent à la 12^e année, et par le nombre d'heures d'enseignement offert chaque semaine. Les programmes présentent aussi différents modes de prestation de services, tels que le tutorat individuel, l'apprentissage en petits groupes, l'enseignement en salle de classe ou l'autoapprentissage.

Le programme d'AFB qui répondra le mieux à vos besoins dépendra de vos compétences actuelles, de la langue d'enseignement que vous préférez, du milieu dans lequel vous apprenez le mieux, du nombre d'heures par semaine que vous pouvez consacrer à vos cours et de la voie qui vous intéresse parmi les cinq suivantes:

- l'emploi;
- les études secondaires;
- les études postsecondaires;
- la formation en apprentissage ou d'autres formes de formation professionnelle;
- l'autonomie.

Pour être admissible aux services d'AFB, vous devez répondre aux critères suivants:

- être âgé d'au moins 19 ans (cependant, il arrive que les programmes acceptent de jeunes adultes de 16 à 18 ans s'ils sont assez matures pour bénéficier d'un programme d'éducation pour adultes);
- résider en Ontario;
- parler français ou anglais au niveau 6 ou plus des Niveaux de compétence linguistique canadiens (si vous n'êtes pas né au Canada).

Programmes d'alphabétisation et formation de base

Programme	Adresse et personnes-ressources	Horaire des cours	Objectif du client	Niveaux du Cadre du CLAO	Estimation du pourcentage d'apprenants dans chaque voie
Centre Moi j'apprends	235 rue Donald, pièce 226 Ottawa K1K 1N1 613-748-3879 moijapprends@bellnet.ca	Formation: 9h à 14h30 lundi au jeudi 17h à 19h30 lundi et mercredi Administration: 8h30 à 16h lundi au vendredi	Se trouver ou conserver son emploi; terminer le DESO; intégrer une formation post-secondaire; réussir le programme d'apprentissage; acquérir une plus grande autonomie	Niveau 1 Niveau 2 Niveau 3	40% Emploi 2% Apprentissage 30% Études secondaires 3% Postsecondaire 25% Autonomie
La Cité Formation de base de l'Ontario	801, promenade de l'Aviation Édifice B, Pièce 2200 Ottawa K1K 4R3 613-742-2493 poste 2800 fbo@lacitec.on.ca	Lundi au vendredi de 9h à 15h Lundis, mercredis et jeudis (soir) 18h à 21h	Le programme Formation de base de l'Ontario (FBO) offre un enseignement de niveau secondaire aux adultes et les prépare à poursuivre des études collégiales ou à intégrer le marché de l'emploi.	Niveau 1 Niveau 2 Niveau 3	3% Emploi 7% Apprentissage 0% Études secondaire 90% Postsecondaire 0% Autonomie

Definition of Literacy

Developed by the Program for the International Assessment of Adult Competencies (PIAAC)

PIAAC is a relatively new international study of adult literacy, numeracy and problem-solving skills. The results were released in the last quarter of 2013. The study addresses the necessary skills to operate in today's information age and included the development of a new definition of literacy:

Literacy is the ability to identify, understand, interpret, create, communicate and compute, using printed and written materials associated with varying contexts. Literacy involves a continuum of learning in enabling individuals to achieve their goals, to develop their knowledge and potential, and to participate fully in their community and wider society.

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